

## Delivering Christmas!

For many years now, Meals on Wheels has been bringing a special meal to our clients on Christmas Day. The delivery includes a turkey dinner with all the trimmings along with a few gifts and lots of holiday cheer!

Volunteer Joan Campbell shares her experience:

*“Christmas has always been a secular holiday for my non-religious family. For many years, my husband and I have searched for meaningful ways to celebrate the “season of joy” with our two sons, beyond gift giving, candle lighting, tree trimming, and turkey. None is more important to us than the joy-filled journey we make each December 25th to deliver Christmas dinners on behalf of Meals on Wheels in Ottawa.*

*As a family, we’ve created Christmas traditions that have endured over the years, such as the hand-sewn stockings stuffed with care; special, once-a-year buns enjoyed by the fire; greetings to loved ones near and far... But the tradition that gives us the greatest joy is the mid-day excursion that begins at Donna’s Express Restaurant on Churchill Avenue. There, the elves (who might include Terry, Baudouin, Shelley, Pauline, Carol, and/or other helpers) meet one and all with open arms and good cheer as they hand over boxes full of hot meals, treats, and gifts to deliver.*

*It’s difficult to describe how much my family receives from our encounters*



*Elizabeth Wilson with volunteers Alex Neuman and Nic Neuman*

*with the clients whose lives touch ours at every doorstep on Christmas Day. There are four of us, and we take turns making deliveries in pairs. A special joy is seeing my oh-so-cool, twenty-something sons vie with one another – and their parents – to be next up to ring the bell, wish “Merry Christmas,” and catch the smiles and love radiating across the threshold. When they return to the car glowing and animated because a client has invited them in for a chat or delivered a hug, my Christmas is complete.*

*We are grateful to Meals on Wheels for the opportunity to experience this blessing year after year. For my husband and sons and I, the significance of the day is made real by the chance to share the transcendent joy of Christmas with others.”*

*—Joan Campbell*

*“Dear Staff and Volunteers*

*Many Thanks for the wonderful Christmas Dinner and the surprise Christmas bag. The lady and the two young men with her were very nice and happy. It really cheered me up to know people cared. All the best to all of you*

*Sincerely, Elizabeth Wilson”*

Many people support and make this Christmas meal possible and we extend our sincere gratitude to these partners. Thank you to Moe Attalah of the Newport Restaurant and the Elvis Sighting Society. Moe and his team have been providing and preparing the Christmas meal since 2002. Last year, turkeys were donated by the Rideau Gardens Retirement Residence and the meal was completed with Christmas cake donated by the Riverside Kiwanis Club. Christmas decorations handmade by the 131st Ottawa Girl Guides, cards from MBNA and quilted placemats made by the Common Thread Quilt Guild added that special festive touch. Our volunteers even had a gift to deliver to each client courtesy of Home Instead Senior Care. We also thank the Bayer Crop Science Community Investment Program for their financial contribution toward the Christmas meal.

If you would like to volunteer on Christmas Day or can help with meal deliveries during the winter months please call Jill or Terry.

## Welcome to our Team!

Volunteers joining Meals on Wheels since spring 2011 are:

Ahmed, Abdurasaq  
Ayoub, Nizar  
Bitze, Garry  
Carruthers, Dean  
Carruthers, Elizabeth  
Castanier, Kirby  
D'Cruz, Ralph  
De Bos, Nina  
De Guzman, Maria  
Dunsiger, David  
Guttman, Mike  
Hooper, Megan  
Jackson, Robert  
Johns, Graham  
Joly, Jean Marie  
Keo, Isabelle  
Kohler, Edwina  
Kohler, Richard  
Lacelle, Brigitte  
Lemieux, Jean  
Lindsay, John  
MacAskill, Deborah  
Mavis, Ron  
McCloskey, Jessica  
Moon, Aileen  
Moore, Evan  
Ouellet, Jean-Yves  
Roberston, Blyth  
Russell, Anna  
Savoy, Deborah  
Smith, Brandon  
Snajdr, Natalia  
St-Jean, Louise  
Tam, Arthur  
Tam, Penelope  
Tran, Albert  
Turcotte, Colleen  
Wetscher, Wilhelm

## MBNA Gives Back To The Community!

*"At MBNA Canada Bank, we believe that a healthy community is important to all of us. We are committed to creating positive change in the places we live and work through our philanthropic efforts, corporate donations/sponsorships, and employee volunteerism. Our focus areas are aligned with the company's philanthropic priorities of education, health and human services, community development, arts and culture, and the environment."*  
—Erin MacDonell, Community Relations

Since 1998, MBNA Canada has been a key supporter of Meals on Wheels in Ottawa. From the beginning, they have been an invaluable partner in many ways, be it through annual financial support via the Bank of America Foundation, lending us their staff to plan and implement special events, or organizing and staffing Meals on Wheels delivery routes every week, something they have done for more than a decade. They have been offering their employees the opportunity to take two hours during the workday to deliver routes out of CHEO. Over the years, they have contributed thousands of hours on the route, bringing hot lunches and smiles to our clients in the Elmvale Acres area.

Here are some words from some of our MBNA Canada Volunteers:

*"I have been involved with Meals on Wheels for just over eight years now. Delivering meals was my first involvement with volunteering in the community and was a real eye opener. I had absolutely no idea that there were so many people in Ottawa who depend on receiving a hot meal. It truly broke my heart at first and made me appreciate all that I have. Sadness turned to happiness knowing that I was making a difference in people's lives. I have since become the Volunteer Coordinator for my department at Bank of America, so I encourage volunteers to become involved in this great organization."*  
—Veronique Gauthier

*"The Meals on Wheels program was an amazing experience. Not only did I enjoy providing healthy meals, and meeting individuals in my community but it was absolutely delightful."*  
—Jamila Inniss

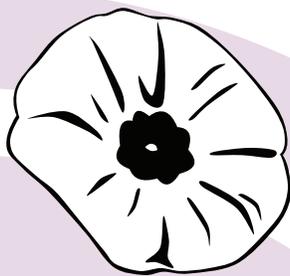
*"I have been doing Meals on Wheels for the past five years. It has truly been an enriching experience, helping individuals who are less fortunate than myself, and being able to give back to the community."*—Ryan Douglas

Meals on Wheels is grateful for this very important partnership and proud to have MBNA as part of the Meals on Wheels family!



*Front row, left to right: Shannon O'Brien, Carla Brotto, Keith Lanctot, Renate Ferguson, Andrew McIntyre, Kristen Jacques, Brittaney Chivers. Back row, left to right: Jordan Langille, Tameka Martin, Albert Peplinskie, Tammy Gardner, Monique Wiley.*

## Lest We Forget



At the 11th hour of the 11th day of the 11th month, Canadians pay tribute to the thousands of men and women who sacrificed their lives in military service. While Meals on Wheels remains open on Remembrance Day, we wish to commemorate our many clients and volunteers who are veterans and members of the armed forces.

Frederick Hicks is one of these honoured veterans. Mr. Hicks joined the Cameron Highlanders of Ottawa in 1937 as a boy soldier at age 16. He went to military training at the Drill Hall at Cartier Square, near the Laurier Bridge, and was also a drummer with the Regimental Pipes and Drums.

Mr. Hicks was involved in WWII from start to finish, primarily as a machine gunner. With the 1st Battalion of the Cameron Highlanders, he left for Iceland in July of 1940, serving as part of the Canadian "Z" force formed to protect Canada in case of German invasion. Shortly afterwards, he went to England and was there during the Battle of Britain.

He landed with the 1st Battalion at Juno Beach on June 6, 1944, the only unit from Ottawa to take part in the Canadian D-Day assault force. In 1945, he returned to civilian life in Canada with his English bride, Doris. They were married for 52 years.

Mr. Hicks remains active in the veteran community. "I belong to the legion in Westboro, and each September I lay a wreath at the cenotaph for the anniversary of the Battle of Britain," he said.

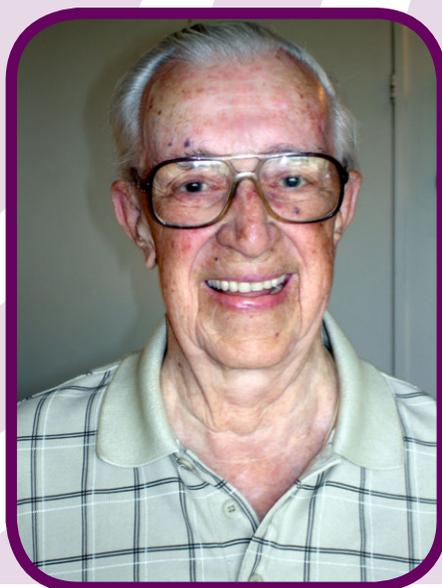
In January 2011, he was named Honorary Life Member in the

Cameron Highlanders of Ottawa by their Regimental Association for his long-standing commitment. This past summer, he was delighted to attend a wreath laying ceremony by Prince William and Kate Middleton, the Duke and the Duchess of Cambridge. He was taken to the National War Memorial by bus, with about twenty other veterans, and said he had a good talk with the royal couple.

Mr. Hicks receives our frozen meals through a subsidy provided by the Veterans Independence Program (VIP). Established by Veterans Affairs Canada (VAC), its goal is to help veterans remain healthy and independent in their own homes and communities. Currently, we have about seventy clients receiving meal subsidies through VIP. There are also subsidies for housekeeping and yard maintenance for eligible veterans.

Mr. Hicks says our frozen meals are useful to have in the freezer. "It's much easier to take out a frozen meal, than cooking every meal myself. I appreciate the help." He values his support through VAC: "They help me a lot ... I'm a VIP!" he declared.

For more information about the VIP, please visit the Veterans Affairs Canada website at [www.veterans.gc.ca/eng/services/vip](http://www.veterans.gc.ca/eng/services/vip)



*Fred Hicks*

## Tracking Satisfaction: Summer 2011

Summer student Courtney Potterton compiled our annual client survey just as she was finishing her summer employment with us at the end of August. In summary, 430 surveys were sent out and 200 returned for a response rate of 46.5%, which is very good. One hundred and eighty-three were in English with seventeen in French. All responses were anonymous but coded so that we could track which kitchen prepared their food.

### Key points:

- 100% say the meals in the frozen program are affordable
- 99% would recommend our service to a friend
- 95% rate the meals in the frozen program from "average" to "excellent"
- over 90% rate the hot meals from "average" to "excellent"
- 92% say our French language services are adequate
- 88% say the meals in the hot food program are affordable
- 87% say the meals are hot enough when they arrive in their hands

All in all, a very satisfactory survey. There is still room for improvement but we're on the right track. Thank you to all who participated.

We always welcome your comments and suggestions. Feel free to fill out our on-line client survey at [www.mealsonwheels-ottawa.org](http://www.mealsonwheels-ottawa.org).

## Fantastic MOW Gala Event!

Our May 6th Gala Dinner and Dance evening was a total success! The event, held at St. Elias Centre, featured the music of "Elvis" Shawn Barry and the AM/FM Band. Many thanks to our two hundred guests for supporting Meals on Wheels by attending. Thank you to our corporate sponsors who purchased tables, as well as those who donated cash or gifts. Thank you to

the members of the Board of Meals on Wheels for their all-out effort to make this event a success. Special thanks to the volunteer organizing team led by Madat Kara. In total, \$10,000 was raised with all proceeds being used for keeping the price of the meals as low as possible.

Corporate sponsors who purchased tables include: Capital Benefits, Chris Lang of Bank Professional Physiotherapy Services, Dr. Joan Biro and Joan Lacelle of Queensway Medical Centre, Greg Farnand of Bunning and Farnand law firm, Joseph Mouaikel of Presse Café, MBNA Canada, Board Director David Gray, Pentagon Insurance, Walton Capital Management, Prudential Town Centre Realty, Scotiabank Charlemagne Branch in Orléans, and Premiere Mortgage Centre.

Donations of cash or gifts came from: Allegra Carling, Apetito, Ashley Furniture, BMR Ottawa, Cartier Place Suite Hotels, Francis Fuels, Future Shop, Home Depot, Madat & Nargis Kara, Mark Grace Consulting, National Arts Centre, Rockwell's Restaurant, Scribe Atout, Staples 10th Line in Orléans, TD Canada Trust, Welch and Co., and Ali Khoja of Westmount Properties.

Thank you to the St. Elias Centre for hosting this event so gracefully.

Special thanks to Mayor Jim Watson for his kind words of support and encouragement and for presenting Madat Kara with an award for his dedicated volunteer service.

## Volunteer Notes

### Defining Boundaries

Boundaries help us to know who we are, and where we start and stop in our everyday and long-term interaction with others. In a volunteer world, the world of giving and receiving, boundaries are crucial. Establishing boundaries will empower a volunteer to say "No" to clients when they seek more than they should from a volunteer. Your role as a Meals on Wheels volunteer is to provide caring contact and deliver a nutritious meal. Please remember to call Meals on Wheels should you become aware that a client is in need of more assistance than you are permitted to provide as a Meals on Wheels volunteer. Our staff will be pleased to make the appropriate referral for a client in need of extra help.

## Meals on Wheels is a Proud Member of the Ottawa Community Support Coalition (OCSC)

The OCSC consists of a group of nineteen not-for-profit agencies that provide home-based, professional, quality care to seniors and adults with physical disabilities. Responding to individual needs, agencies provide an efficient, consistent, and coordinated range of services designed to help people live safely and independently in their homes as long as possible.

The range of services offered by these agencies includes Meals on Wheels, Diners Club, Transportation, Friendly Visiting, Caregiver Support, Foot Care, and Homemaking, just to name a few. These community support services are crucial in preventing premature emergency room visits, hospital admissions, acute health care, or long-term-care placements.

Volunteers are critical to the success of the services provided and agencies are always seeking individuals to become part of their team. Volunteer Coordinators from the nineteen member agencies have formed a "Program Volunteers Working Group." Their objective is to work together to recruit a new workforce of volunteers to join the already experienced and dedicated volunteers working with the member agencies. Promotional items such as bookmarks, pens, and pop-up banners were prepared in time for Community Support Month in October. Please remember anytime you see a display or read an article about OCSC that this organization represents you, the Meals on Wheels clients and volunteers.

To learn more about the Ottawa Community Support Coalition and its members please call 613-688-1768 or visit [www.communitysupportottawa.ca](http://www.communitysupportottawa.ca)



*Madat's fundraising team, from left to right: Ashad Jiwa, Pierre Dulude, Jennifer Hall, Jacques Bedard, Mouzaya Dabboussy, Shamez Charania, Colleen Turner, Sabah Nahfaoui, Paula Garden, Radha Dhanraj, Baudouin St-Cyr, Henri Nadeau, Marie Elderkin, and Madat Kara.*

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