

## Dates to Note >>>

December 25	Special Christmas Meal
December 26	Boxing Day – No Meals
January 1	New Year’s Day – No Meals
March 29	Good Friday – No Meals
May 20	Victoria Day – No Meals

Ken Watson and Carol Waters  
Photo: B. St-Cyr



Issue Number 85 Winter 2012

## More Than Just a Meal!

# Behind The Wheel



## 2012–2013

### Board of Directors

Donna Crabtree: President  
Yolande Cremer: Vice-President  
David Gray: Secretary  
David Brearley: Treasurer  
Stuart McLeod: Past-President

Sue Flockton, George Hermanson, Roger Lajoie, Terri Morgan, Doreen Murthy, Ann Perron, Maroun Rehayem, Brian Waters

### Meal on Wheels Staff

Baudouin St-Cyr: Executive Director  
Terry Moxness: Manager of Volunteer Services  
Renée Langille: Client Coordinator  
Melissa Petti: Receptionist and Special Projects  
Jill Dodd: Coordinator of Volunteers  
Shelley Lergen: Accountant  
Cathy Shaw: Saturday Coordinator  
Courtney Potterton: Summer Student



Meals on Wheels staff, board, and office volunteers  
Photo: B. St-Cyr

## Christmas is Coming

### Special MOW Meal on December 25<sup>th</sup>



The Campbell/Neufeld family  
Photo: B. St-Cyr



Brian Waters and Ken Watson  
Photo: B. St-Cyr



The Ensom family  
Photo: B. St-Cyr

Once again this year, we will be offering a special Christmas meal delivered at lunchtime on December 25<sup>th</sup>. As in past years, 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 Moe Attalah and the Elvis Sighting Society, we will once again be able to offer this meal free of charge to our clients. Additional partnerships with Home Instead Senior Care and others will allow us to add various Christmas goodies

along with the meal.

To register to receive this meal, please contact our office by December 14<sup>th</sup>. If you are available to help deliver the Christmas meal, please call the MOW office.

### Thank You MBNA-Canada

MBNA-Canada, a division of TD Bank Group, continues to provide a huge amount of support to our organization. Apart from ongoing financial support, MBNA-Canada is also in charge of a delivery route two days a week out of the Children’s Hospital of Eastern Ontario (CHEO). As well, they have always been tremendously supportive of our special events.

Your contribution is hugely important to helping us remain a healthy and caring organization.



# Welcome Melissa

As most of you know, our Client Coordinator, Pamela Beauchamp, left our agency at the beginning of June after four years with us. Pamela was extremely dedicated and completely committed to quality service.

We miss her a great deal. Her replacement, Renée Langille, has also been with us for four years as the Receptionist in charge of Special Projects. We are pleased to have Renée in her new position. She provides us with continuity, as she knew most of the ins and outs of the position from having worked directly with Pamela. There are significant challenges in this position and we're confident that Renée will be able to meet them all successfully.

The new person on the team is Melissa Petti. She is now first on the telephone as the new Receptionist/Special Project staff person. Melissa's capacity to learn quickly is already obvious. Apart from dealing with reception, frozen food ordering, and quality assurance, Melissa is also getting involved in a number of other areas, including marketing, fundraising, and website support. Welcome to MOW Melissa!



Melissa Petti  
Photo: B. St-Cyr

# TD Golf Tournament

The Meals on Wheels foursome at the TD Golf Tournament held on August 1, 2012, at Cedarhill Golf & Country Club performed admirably. Recognition is due Blair Mahoney, event organizer and staff of Ottawa Region TD Mobile Mortgage Specialists, for including us as the charity beneficiary. Thank you TD!



From left to right: Neil McDonald, Ken Watson, Roger Lajoie, Renée Langille  
Photo: B. St-Cyr

# Welcome

## Volunteers joining Meals on Wheels since Spring 2012

- |                            |                  |
|----------------------------|------------------|
| Nicole Armstrong           | Shaun Liu        |
| Chantal Bélanger           | Wilson Lo        |
| Dale Black                 | Thomas Lu        |
| Catharine Brazeau          | Steven MacKenzie |
| Giancarlo Cerquozzi        | Sara Milne       |
| Seané d'Argencourt-Printup | Brian Mogale     |
| Megan Duarte               | Mohsen Nasrin    |
| Jennifer Ferraro           | Morgan Noble     |
| Ron Gaudet                 | Marie Paquette   |
| Sharman Glynn              | Theresa Rigby    |
| Matthew Gregory            | Melanie          |
| April Grill                | Schwartzberg     |
| Kelly Haryett              | Barbara Rosenes  |
| Gabriel Ho                 | Hala Sallam      |
| Denise Inglis              | Augustine Sunjo  |
| Ben Jolicoeur              | Ginette Tognet   |
| Micheline Juneau           | Jacob Tognet     |
| Al Kuiper                  | Harland Welsh    |
| Brian Lam                  | Jhaojun Xu       |
| Doug Linseman              | Grace Yeung      |
| Faye Linseman              | Edison Zaamuani  |

# Mums for Thanksgiving



Denise Inglis, Marie Paquette  
Photo: J. Dodd



Jill Dodd, Bill Logan  
Photo: B. St-Cyr

This year saw another very successful Mums campaign sponsored by The Rotary Club of West Ottawa in collaboration with Meals on Wheels/ La Popote roulante, The Rotary Club of Stittsville-Ottawa, Mothers Against Drunk Driving (MADD), Engineers Without Borders, and the Carleton University Lacrosse Team. Over 60 teams of volunteers turned out to help Meals on Wheels deliver more than 1270 plants, raising \$9897 in our biggest annual fundraising effort. A special thank you goes to Kristen

Jacques from MBNA-Canada, a division of TD Bank Group, for organizing 17 teams who took time out of their workday to deliver almost a third of the MOW plants. Some of these teams even delivered in the rural areas, which was a tremendous help! Fifty teams from our very own meal delivery volunteers and Board Members—who are always willing to go that extra kilometre!—delivered the rest of the plants. We'd also like to thank MOW volunteers Dale Black and Nicole Taschereau who

helped the office staff fill in order slips and create maps for the routes. As always, a very big thank you goes to Carol and Brian Waters whose efforts are instrumental to the success of this event for our organization. Carol, along with Board Member Yolande Cremer, was also on hand at the warehouse to organize the day and greet the volunteers arriving to pick up their plants for delivery. A big thank you to all those who support this big fundraiser!

# From Our New President

## Donna Crabtree

Board President Donna Crabtree began her two-year term on June 14, 2012. Donna has been a member of our Board since June 2005. She is a longstanding member of our Finance Committee. Over the last two years, she has also sat on our Executive and Nominating committees. Here, she explains why Meals on Wheels is so important to her:



Donna Crabtree  
Photo: B. St-Cyr

For 26 years, I have been a lawyer practicing in the area of civil litigation with the firm of Soloway Wright LLP in Ottawa. I am married with four children and for many years before I went back to law school, I was a homemaker and volunteer. I started my working career as a high school teacher but retired to raise our family.

I was interested in joining Meals on Wheels because two people close to my family were greatly assisted by the organization. One was a hemiplegic friend who remained in his own home until shortly before his death at the age of 88. The second was my great-uncle, whose wife died when he was in his eighties. With the assistance of Meals on Wheels, he stayed in his home until his death at the age of 95. These two

men were both childless, frail, and of limited means but they were also fiercely independent and were appreciative of being able to remain in their own homes.

The main challenges for Meals on Wheels are providing the best service to our clients, recruiting and maintaining a sufficient volunteer base and achieving the fundraising goals necessary to make it all happen. These are, in my view, also our biggest achievements. We continue to improve food quality and service to our clients and broaden our reach to include a wide demographic of volunteers. Although it is always a challenge, especially in these lean times, we also continue to be successful in raising the funds needed to support our mission. We are grateful for all those who work hard and continue to support us on this challenging front.

At the end of my term in 2014, I hope to leave the agency as strong as I found it, or stronger. As demand for our service increases, I would like to see even more recognition of the good quality of our meals and more collaboration with other care providers who know the importance of the service provided through our wonderful volunteers.



### Bon Appetit a winner!

This year we were pleased to participate in the 16<sup>th</sup> annual Bon Appetit Food and Wine Show in support of local charities, held at the CE Centre on May 1, 2012. It was a wonderful

evening full of some of the best flavours available at Ottawa restaurants, local breweries, and wineries. We would like to thank Bon Appetit for supporting us with a contribution of \$3000, which will help us provide needed nutrition and daily visits to our clients. As a meal provider, our mission is a natural fit with this project. We hope

to return as a beneficiary agency in 2013.



From left to right: Matthew Spencer, Terry Moxness, Baudouin St-Cyr  
Photo: J. Dodd

## Award-Winning Volunteers

The Ontario Volunteer Service Award recognizes individual volunteers for continuous years of commitment and dedicated service to an organization. We are grateful to our volunteers for their commitment to Meals on Wheels and are so pleased that they have received this recognition from the Ministry of Citizenship and Immigration.



From left to right:  
Sophia Morrison – 10 years; Marion King – 32 years; Lorne King – 15 years; Nanette Whitwam – 29 years; Muriel Sprenger – 30 years; Missing Diane Walden – 25 years;  
Photo: T. Moxness



Youth category:  
Veronique Proulx – 2 years  
Photo: T. Moxness

## Tracking Client Satisfaction

This summer, as in past years, our summer student, Courtney Potterton, conducted a comprehensive survey of our clients. In all, 489 surveys were sent out and 176 were returned for a 36% completion rate.

Highlights of the results are as follows:

- 92% say that the hot meals are affordable, and most feel that the portions are big enough and that there is enough variety in the meals.
- Meal quality was generally rated “as expected” with some kitchens receiving significant “above expectations” and “excellent” scores while others reported a few lower rankings.
- On the frozen food side, 96% of the respondents agree that the meals are affordable and 94% says the portions are big enough.
- 94% of the respondents also rated the food quality “as expected,” “above expectations,” or “excellent.”
- 97% said they would recommend this service to a friend.

## Volunteer Notes

- As winter sets in, we would like to say a special thank you to those volunteers who have been out delivering meals by bicycle over the warmer seasons. We look forward to seeing the wheels rolling on this program again in the spring. We hope to have a brand new custom-designed trailer by then, which you may see rolling along downtown or in little Italy once the snow melts.
- We are moving the annual Volunteer Appreciation Reception, normally held in the fall, to April 2013 to coincide with National Volunteer Week in celebration of volunteers, volunteerism, and civic participation.
- Stay tuned for information about our upcoming Annual Volunteer Development Day, which will be held in May. This is a great opportunity to network with your fellow Meals on Wheels volunteers while gaining knowledge and sharing ideas. We hope to see you there.
- We would like to extend our sincere condolences to Manager of Volunteer Services Terry Moxness upon the passing of her husband, David St-Amour, in September. Our thoughts are with you Terry.



From left to right: Riverpark Staff Tim Ng and Gerry Punzalan; MOW volunteers Colleen Turcotte and Elizabeth Carruthers  
Photo: M. Petti

Contact us at **613-233-2424**

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## Client Profile



Alice Pollock and volunteer Louise Gallagher  
Photo: K. Gallagher

### Alice Pollock

It's a Tuesday morning and Mrs. Alice Pollock calls to place her frozen food order as usual. She's been a client with us since 2006, and today she wanted to express her thanks and gratitude to the staff and volunteers for her Meals on Wheels service:

"I'm 98 years old, and I couldn't have lived here without your help. It's been such a blessing

for me," she said of living in her home of 52 years. After suffering two bad falls, she's back in good shape and happy to be home. The ease and flexibility of the frozen meal program suits her lifestyle, as Mrs. Pollock fills her days with reading, music, and visits from her dear friends. "I'm so lucky to have good friends; they are what keep me going."

## Kitchen Profile: Riverpark Place

For eight years now, Riverpark Place has been serving meals to some of our west-end clients. Every lunchtime, a fresh salad is made to include with the hot soup, main dish, and dessert—a welcome addition that easily makes their meals large enough for two. Maria Poulsen, Food Services Manager at the 172-bed retirement residence, says that the chef chooses the menu every day. Special

diet requirements are always considered on an individual basis, but both residents of the home and our Meals on Wheels clients receive the same lunch. An average of ten meals are prepared every day, six days a week, by one of four chefs who also work daily to prepare regular meals for the home's residents.

Ms. Poulsen says that the most rewarding part of serving seniors in the community is the knowledge

that she and her kitchen are delivering "healthy, fully balanced meals" to folks that may not be able to eat otherwise. She is so impressed by our volunteers who dedicate their time to deliver these meals and is pleased to be a part of the Meals on Wheels team. We, too, are pleased to have Riverpark Place as one of our kitchens and we look forward to continuing to work with them in the future.