



## Yolande Cremer: Incoming MOW President

Yolande will be sworn in as President of the Meals on Wheels Board of Directors at the Annual General Meeting on June 11, 2014. Yolande has been a member of the Board since June 2011 and Vice-President of the Board since June 2012. Yolande is also a member of the Executive, Human Resources, Finance, Nominating, Fundraising/Public Relations, French Language Services, and Vision/Mission committees.

I am happy and proud to accept my nomination to the position of President of the Board for Meals on Wheels.

I retired in the summer of 2010, having worked for 30 years with the Social Services Department at the City of Ottawa (formerly the Ottawa-Carleton Region). During these years, I had always been in contact with a number of agencies working with and within the community. As Manager of the financing program, I could see first-hand the work done by agencies such as Meals on Wheels.

When I retired, I wanted to continue my involvement at the community level as a volunteer. My mother used the Meals on Wheels service while she transitioned from living independently at home to moving into a nursing home. She appreciated not only the meals, but also the equally important kindness of the volunteers.

I am also on the Board of the Lowertown Community Resource Centre and I volunteer at the Youville Centre's daycare. In my free time, I exercise at the gym and outside, watch movies, cook, and read a bit of everything. I also return regularly to my birth country of Belgium where much of my family still lives.

Just as our departing President Donna Crabtree hoped would happen when she began in 2012, I believe that now we are better able to evaluate and improve the quality of our meals. We also continue to expand our partnerships in order to increase the visibility of our services.



My goals as I begin my term as President are as follows:

1. Obtain from our funders, and other agencies working in the sector, recognition of our services as essential health care services;
2. Increase collaboration with other health services, such as the community health and resources centres in our city;
3. Continue to "rejuvenate" the Meals on Wheels image, moving away from the old image that portrays the service as a continuation of hospital meals served to seniors and not connected with any other health or social services.

We are connected to our clients, to our communities, and to many other community and health services. I strongly believe that our intervention is essential to the well-being of our clients. Without our service, many would lose their autonomy and would not only be unhappy but also be an extra financial burden on our health care system.

I am looking forward to working with the Board of Directors and the staff towards reaching these goals. I also hope to meet more of our volunteers who work so hard every day to ensure that the meals reach their intended destinations. Without them, we would not be able to do the work we do!

### Dates to Note:

**June 11**  
Annual General Meeting

**July 1 - Canada Day**  
No meal delivery

**August 4 - Civic Holiday**  
No meal delivery

**September 1 - Labour Day**  
No meal delivery

**October 3 and 4**  
Mums for Thanksgiving deliveries

**October 13 - Thanksgiving**  
No meal delivery

### Mileage Donations

Many thanks to all the volunteers who filled in their mileage claims for 2013 and donated these funds back to Meals on Wheels. These donations play an important part in keeping the wheels turning and the meals delivered, and are just one of the vital components of our fundraising efforts.

To find out how you can make a donation, set up a monthly contribution or make a donation in memoriam, please call 613-233-2424 or visit our website at [www.mealsonwheels-ottawa.org](http://www.mealsonwheels-ottawa.org).

## Welcome to Our Team! Volunteers joining Meals on Wheels since Fall 2013:

Adkowat, Nicole  
Allyson-Morello, Suzanne  
Anderson, Brett  
Bambonye, Karen  
Bavle, Aaron  
Boileau, Julie  
Bourgeois, Joey  
Bourke, Robin  
Branco, Sonia  
Brown, Tim  
Buss, Jo  
Butcher, Reg  
Carriere, Tania  
Carter, Jim  
Cunningham, Rachel  
Gingrich, Katie  
Hayes, Liam  
Hayes, Michael  
Kelso, Gerald  
Kelso, Mary  
King, Janis  
Lam, Duc  
Lefrancois, Renée  
McPhee, Steve  
Mahdavi, Kayhan  
Manchee, Ellen  
Marineau, Rachèle  
Melamed, Ethan  
Mirzaei-Rezaei, Shiva  
Molgaat-Mirecki, Louis-Félix  
Molina, Reynaldo  
Mongeon, David  
Reid, Judith  
Rumbold, Glen  
Saavedra, Roy  
Sinclair, Laura  
Straub, Chris  
Tetreault, Lorraine  
Viennau, Adam  
Warren, Howie  
Wilson, Donna  
Yuan, Jian

## Volunteer Factor Two: Helping You Help Others

By Meals on Wheels volunteer Kelly Haryett

The second annual conference for volunteers organized by the Coordinators of Volunteers of the member agencies of the Ottawa Community Support Coalition was held on March 6 at the RA Centre. It began with a delicious continental breakfast, and meeting volunteers from many of the local organizations. The greeting given by Mayor Jim Watson was inspiring as he sang the praises of the many volunteers who keep vital programs running. He mentioned how valuable we are — giving of our time, our hearts, and our skills — to our fellow neighbours. With appreciation and service to others as the theme, another great speaker took the microphone. Timothy Andrade got us participating and feeling energized as we were commended for our work.

In attending the Conflict Resolution Toolkit workshop, I gained valuable tips in dealing with interpersonal conflict. For example:

1. Ask questions to determine what is needed to compromise or to resolve an issue;
2. Validate what you hear — help the other person feel listened to;
3. Collaborate on available solutions to meet each party's interests.

The afternoon workshop, “Compassion Fatigue,” was on an issue important for all volunteers. The message was “check in with you,” make time for yourself, and practice limits and boundaries to avoid burnout. In going through some stress-relieving practices, such as mindfulness, I saw how being present in the moment can really serve to ease the busyness that we all have on a daily basis.

The experiences I had, networking I did, and friends I made at this conference really were a great THANK YOU for the service I give to my community as a server with Meals on Wheels.

## April 23, 2014 Volunteer Appreciation Reception

It was a wonderful evening. Our heartfelt appreciation goes out to all of the dedicated volunteers who deliver meals, help in the office, and serve on committees and on the Board of Directors at Meals on Wheels. Thank you to everyone who helped make this celebration a great success.



I wanted to thank you for giving me the great gift of speaking at the Volunteer Reception. I felt like I was able to really show my passion for the meaningful work I do. I was praised and thanked by many volunteers. What an award to receive. So, thank you so much for the job I love doing. You gave me a place to belong. I hope to continue my service for years to come.

Kelly Haryett

## Giving Has Never Tasted Better



Meals on Wheels is very pleased to once again have been chosen as a beneficiary of the Bon Appetit Ottawa food- and wine-tasting show held at the EY Centre on May 6, 2014. As usual, the event featuring over 90 restaurants, caterers, wineries, and breweries, was extremely well attended. Thank you to volunteers and staff members who came out to support this fundraiser. Congratulations and thanks Bon Appetit Ottawa!



MOW staff Terry Moxness and Jill Dodd, Board President Donna Crabtree and Executive Director Baudouin St-Cyr



*Meals on Wheels volunteer Tania Carriere has set out on a journey to complete 45 Acts of Courage. For Tania, courage is a daring act of the heart... one that involves a willingness to step outside of one's comfort zone. Recently, Tania wrote about her experience delivering Meals on Wheels. Here is a portion of what she had to share. You can see the full text and read about Tania's other Acts of Courage on her blog at [45actsofcourage.wordpress.com](http://45actsofcourage.wordpress.com).*

## Evelyn's Work

I had travelled to Manitoba to visit my mother-in-law Evelyn, and as we planned our day, she was telling me of her commitments around which we could fit in our visiting. It was her day to deliver Meals on Wheels to the "old people." At 85, she clearly did not include herself in that category.

A few years later, Evelyn had stopped driving and delivering Meals on Wheels. By 91, though still spry and witty, she was receiving care at home from the community that she had so diligently served. As I stepped into an Act of Courage to find a sector of the community that I had not already given my time to, I chose Meals on Wheels to carry on where Evelyn had left off.

The Meals on Wheels operation in Ottawa is a tightly run ship. After applications, training, security checks and a practice run, I was given a partner and my own route. I am happy to do it, knowing for many this might be the only moment of human contact that they have in a day. At the same time, I admit I sometimes have a sense of discomfort. It is an intimate thing to be invited into someone's home and ask them how they are; a hole in a sock, a photo on the floor, too many uneaten oranges on the counter. Sometimes it's a cat curled up in the windowsill, a smart vest to greet the

visitors, or a barrette delicately placed in a wisp of hair. All small details, expressions of life, often gone unnoticed. It is at times challenging and at times inspiring.

My Meals on Wheels partner is very efficient. She's been doing this long enough that she knows the regulars on the route, who prefers the banana and who will always want a pear. She remembers the cat names, which elevators are slow and to tell them what kind of soup they are having today. She reports in that Mr. So-and-so had family visiting when she got there, wasn't that nice?

There is no fanfare at the end of the route. Just the storing of our coolers for tomorrow's team and a quick "see you next week." I drive home wondering about those on my route. Did they like their lunch? Was it too much or too little? Was the family still there? Did the cat stretch when it woke?

Suddenly, after Christmas, Evelyn had a bad spell. Always independent, she was slow to call us to her side, downplaying the seriousness of her illness and advocating for our busy lives. I had just returned from four days with Evelyn. It had been a great visit, one of girlfriends sharing and telling stories. One of mutual love and friendship. One of goodbyes. I knew that she would leave us soon.

There was no fanfare when Evelyn passed away. While I had been driving my route, she had been surrounded by her sons. It seemed fitting that I was carrying on her good work in her last moments. As I lit a candle for her on our mantle, I felt gratitude for her example of giving. I gently saluted all out there who give their time and their love in the form of a warm meal.

I'm back out there again tomorrow. Doing Evelyn's work.

## Hockey Fundraiser



The April 10, 2014, hockey fundraiser was a great success with over 120 Meals on Wheels supporters attending a very exciting match between the New Jersey Devils and Ottawa Senators. The game included a Sens penalty shot, a sustained goaltending duel, overtime, and a shootout plus free food since it was Fan Appreciation Night. In the end, the Senators prevailed 2-1, which made the evening a total success. Many thanks to Royal LePage Realtor Madat Kara and National Bank Mortgage Development Manager Jason Anbarra for spearheading this effort on our behalf. Kudos to everyone who participated in this effort. The fundraising proceeds for the evening were \$3000.



From left to right: Madat Kara, Jade Fair from the Ottawa Senators, Baudouin St-Cyr



## More than Just a Meal!

When our volunteers are out delivering meals, we often get calls about clients not being home or not responding to the knock at the door. It's important to remember that we provide an important security check, as well as a meal, and we need to ensure that our clients are healthy and safe.

If we are unable to reach a client, and he or she has not informed us of not being at home, our client coordinator follows up with emergency contacts. If we are not able to reach a contact, we then evaluate the situation and decide if it requires a police check-in, which takes place later that afternoon or in the early evening.

Having up-to-date contact information for our clients is very important, especially with cell phone numbers changing frequently. Please call our office to update us about family, friends, and neighbours as contacts. If you will not be home for a meal, always let our office know, even if it is past the 9:00 a.m. cancellation time. We just want to make sure that everybody is safe.

## Going Home Program Spotlight

An important part of being an essential meal service program is connecting with new clients. For those who have recently visited hospital or who may have had a major lifestyle change, this is when speedy access to community support services is most beneficial. In 2009, to help with these transitions, a number of Aging at Home programs were started or expanded.

The Going Home Program provides clients with free in-home support services for short-term care after discharge from hospital. Clients are assessed and referred to the program when leaving hospital, and a team of dedicated staff connect clients to community resources. The services include transportation home, light housekeeping and meal preparation, and 10 days of Meals on Wheels. Once clients are safely home, the Going Home Program will follow-up within 48 hours of discharge to make sure needs are being met and to ensure that clients are aware of on-going services available after Going Home care is complete.

Here at Meals on Wheels, we see on average up to 50 new clients each month who benefit from this wonderful program. Recently, Mrs. Frances Ashforth returned home from Montfort Hospital after fracturing her left hand. During discharge planning, she expressed concern about how she would manage at home. In addition to her two weeks of Meals on Wheels delivery, she received light housekeeping, meal preparation, and home support services through The Good Companions. "It's just what a person needs. You don't have to worry about how you will start your day," she says. Since the program, Mrs. Ashforth has continued with our meal delivery. "It has been a blessing in itself."



Volunteer Jack McKnight delivering a hot meal to Mrs. Ashford

## Kitchen Profile: St. Patrick's Home

It wasn't that long ago that St. Patrick's Home only housed 202 residents. Originally built in 1965, the Riverside Drive facility was long overdue for a makeover. With the new building completed at the end of 2013 and the now 288 residents settled into their new rooms, all that was left was to demolish the old building and restore the parking lot, which will be done by the end of June. Through it all, Meals on Wheels service to our clients has continued unchanged, as it has for the many years of our collaboration with the St. Patrick's kitchen.

Every day, every resident at St. Patrick's Home is served three nutritious meals. Which meals are served each day is based on a three-week menu rotation that changes twice a year. Paul Harris, Food Services Manager, explains that residents and their families are involved in specific menu changes through discussion groups and surveys to evaluate meal satisfaction and quality. Meals on Wheels clients also benefit from the care that goes into menu planning. Six days a week, on two routes, our volunteers deliver these carefully planned meals.

On behalf of the Meals on Wheels staff, Board of Directors, and volunteers, we congratulate St. Patrick's Home on their renovation project and thank them for their longstanding commitment to serving our community. We also extend our thanks to our many volunteers who were so patient during the construction period.



Paul Harris Food Services Manager, St. Patrick's Home.

## CSS Engagement Process

Community Support organizations such as Meals on Wheels are currently engaged in a process with other community service providers that aims to strengthen and better align our services with the rest of the health care system. This process will involve restructuring sector governance, universality, and standardization of services, as well as developing common referral tools, improving service coordination, and developing lead-agency delivery hubs. We anticipate that the Champlain Local Health Integration Network (our main funder) will approve a 3-year action plan during the summer, with implementation to begin in the fall. Stay tuned for more details.