



Joani Slaughter: A client profile

With her cheerful, uplifting attitude and melodic voice, Meals on Wheels client Joani Slaughter always manages to bring a smile to someone's face. From delivery volunteers to office staff, she radiates joy to all.

Originally from England, Joani has lived in the Ottawa valley for over 47 years. For the past ten years, she has lived in Little Italy next door to her daughter, Sarah, and her family. Joani finds the area marvelous and says it has really changed over the years for the good. It is a family friendly area with multi-generational appeal, and she even takes yoga classes at the Plant Bath complex.

She started getting Meals on Wheels as a help to her daughter, who had been preparing food and bringing it over after work. "It's one less thing for her to have to think of, with her busy family and work," she said. While she finds the soups always wonderful, her favourite meals are the "old-style" meat pies and pastries that go back to her English roots.

Joani does not need any other support services at this time and actually decreased her meal service to three days a week, as she still likes to cook on her own and her energy has picked back up. One downside to this has been that she really misses her Tuesday and Thursday volunteers. She feels

so blessed to have our program in her life. Every day in her morning prayers, she pays special attention to remember our volunteers who are so thoughtful and caring. She is thankful for "not just the food, but the enrichment of the people who 'come to my door' and, sometimes, to my heart."

Joani has also entered the hearts of many volunteers. Volunteer Kathi Atkinson, who delivers on Tuesdays, misses having Joani on her route.

"I enjoy delivering for Meals on Wheels. When the sun is shining it is easy to enjoy being outside but on a cold, rainy day it can be a bit more challenging. When Joani opens the door to greet me with her warm smile and shares a story with me about her week, she instantly brightens my day. Joani's zest for life and her energy are contagious and when I leave her house after making my delivery and sharing a laugh, I have a smile on my face that lasts me not only the rest of my route but throughout my day. While I no longer deliver to Joani's house, meeting Joani has enriched my experience with MOW. I have made a new friend."



Kathi Atkinson and Joani Slaughter

Dates to Note:

January 29 - Volunteer Development Day

March 6 - Volunteer Factor Recognition Conference

April 3 - Good Friday
No meal delivery

April 22 - Volunteer Appreciation Reception

May 18 - Victoria Day
No meal delivery

Mums for Thanksgiving

This year was our best year ever! We sold 1,993 plants, delivered 1,843 plants and raised \$13,979 to support our program. Thank you to everyone who sold and delivered. A true team effort got us there! Special thanks to all the staff for their hard work over the summer. Thanks also to super sellers Karen Zypchen and Carol Waters. Kudos to Andrew Young and Brian Waters for their hard work at the West Ottawa Rotary Club and their support as we trialed the new mums computerized ordering system. Last but not least, special appreciation to everyone who bought plants either as individual or group orders. Without your generous support, this campaign could not have succeeded!

Welcome to Our Team! Volunteers joining Meals on Wheels since Spring 2014:

Almonte, Maria (Enbridge)
Aubertin, Amy-Lyn
Bell, Lisa
Biancardi, Nina
Bolger, Flannery
Burns, Michael
Burns, Julie
Caspi, Ben-Zion
Caspi, Carol
Clugston, Sarah
Coldham, Karen
Collins, Jamie
Dale, Ann
Denault, Shelby
English, Gareth
Farrell, Mark
Feret, Bradley
Feret, Sara
Green, Marlene
Guilfoyle, Brendan
King, Sandy
LaRue, Chantelle
Lo, Jenny
Moskovic, Josh
Muldoon, Jeanmarie
Ness, Patricia
Nightingale, Mary
Rediger, Christopher
Romanowski, Natalie
Rosen, Sander
Thompson, Gail
Twomey, Sarah
Wells, Beverly
Welsh, Oscar
Whittingham, Tim (Enbridge)
Wilson, Sylvia
Worrell, Ilene

Winter is upon us: Stock up with Frozen Meals!

Did you know that Meals on Wheels offers frozen meals from two different suppliers? Ordering frozen meals is a great way to stock up in case our volunteers are unable to deliver hot meals on a scheduled delivery day.

TimeSaver Foods is one of our two frozen food suppliers. Founder and President Peter Seltenreich is passionate about his service to our clients. "I like to think that I know about good food – I try to capture the quality of gourmet foods and make it available in single portions. As a former bodybuilding competitor, I know that nutrition is vital to a healthy body," says Peter.

His entrée menu offers over 30 mouth-watering options. "I can't stop developing new, delicious, low sodium and nutritious meals," he continues. "I love what I do!"

For more information on ordering TimeSaver Meals or frozen meals from Apetito, contact us. Apetito frozen meals will be featured in the next issue of "Behind the Wheel."



TimeSaver Foods Founder and President Peter Seltenreich

Winter Challenges

Winter can be a challenging time of year for community support programs such as Meals on Wheels. In addition to the difficulties volunteers face getting out to deliver meals during inclement weather, it is also a time of year when our clients can come to rely on us even more.

Cold weather can be a time when health risks are greater for older people, when the fear of falling can deter people from going outside and when our clients can experience increased isolation. As it becomes more difficult to get out to shop for food, the delivery of a hot meal and a safety check can be vital for the more isolated seniors and adults with physical disabilities living in our community.

Though we are fortunate to have always kept the deliveries going, even on stormy days, it is important that we also consider the safety of our volunteers. Volunteers who are concerned about driving in inclement weather are asked to contact their coordinator as soon as possible when they feel unable to deliver so that a replacement can be found. Extra help is always welcome in the winter months, so if you are willing to do an extra route on stormy days or if you know of someone who would like to volunteer to deliver, please call Jill or Terry at 613-233-2424. In extreme weather conditions, it is possible that the meal service could be cancelled. We remind all clients to have food on hand in case of an emergency and we are unable to deliver.

Welcome Algonquin College!

On October 20, 2014, Meals on Wheels began a new partnership with Algonquin College's School of Hospitality and Tourism. This new west-end kitchen will serve clients from Monday to Friday. We are very excited to begin this new chapter and we thank our volunteers who have been patient throughout the summer and early fall during this transition.

Many thanks to The Good Companions and St. Patrick's Home for their invaluable assistance during this period.

Stay tuned for a feature article on Algonquin College in the next edition of "Behind the Wheel."



From left to right, student Emma Howieson, Chef Ric Lee, student Colton Poirier, MOW Client Coordinator Renée Michienzi.

All in the Family

Bruce Muise delivers both a weekly hot route and a weekly frozen route to clients in the Vanier area. What he enjoys most about volunteering with Meals on Wheels is knowing it is a very useful service to those who need it. “It is very fulfilling, and a good way to see how other people in this city live.” He was not the first in his family to see the value of the Meals on Wheels service. Bruce’s own grandmother, Verna Muise, was a recipient of meals in Ottawa. This is what brought Bruce’s father, Bud Muise, to Meals on Wheels as a volunteer from 1994 until 2011. Having retired from Immigration Foreign Service, Bud wanted to get involved in what he knew, first hand, was a valuable service providing support to his own family. Over the years, Bud delivered thousands of meals to clients in the Sandy Hill and Lowertown areas of Ottawa. Bud felt his mother’s presence in everything he did. The most important thing that guided him was that his mother always told him, “Do good Buddy.” And so he did. Bud also passed that philosophy on to his son Bruce.

Bruce became a Meals on Wheels volunteer in 2010. Having retired from a long career in maintenance and environmental engineering, both with the government and private sectors, he called up Meals on Wheels to offer his services. With over 15 years of volunteering with the East Ottawa Minor Hockey League, Bruce was no stranger to helping out in the community and we were pleased to welcome him to our volunteer team where his father so proudly was a vital member.

When Bud’s health declined and he was no longer able to continue his own regular weekly route, he could still go out on occasion by accompanying Bruce



Bruce and Bud Muise

on his deliveries. Together they would deliver a frozen meal route, spending time together and also giving Bud an opportunity to do what he loved most – help people! Bud experienced real joy from his visits with clients along the route and his interactions with fellow volunteers.

“Delivering meals was an activity that I could share with my father,” says Bruce.

Though Bud is no longer able to help out with the deliveries, Bruce continues delivering faithfully, bringing meals and a friendly visit to clients along the way, keeping the Meals on Wheels service “all in the family.”

Goodbye Shelley Lergen

We are sad to say that our wonderful staff accountant, Shelley Lergen, retired in December. Shelley had been with Meals on Wheels since May 2003. During the past decade, she was “the woman behind the curtain,” keeping our financial operations running smoothly. Shelley was a dedicated staff member, always keeping clients at the forefront in her day-to-day work. We wish Shelley all the best as she takes a well-deserved rest from the work world and enters the next chapter of her busy life. We’ll miss you Shelley!

For many years now, we’ve had the privilege of leading the Ottawa Meals on Wheels Network, comprised of the meal providers in West Ottawa (Western Ottawa Community Resource Centre), East Ottawa (Eastern Ottawa Resource Centre), South Ottawa (Rural Ottawa South Support Services), kosher meals throughout the city (Jewish Family Services), along with ourselves, serving the central part of Ottawa.

The group meets three times a year and provides a forum for representatives from each agency to get to know staff from other programs and to share challenges

The Ottawa Meals on Wheels Network

Pick Up Time of Delivery Routes

It is important for volunteers to arrive at the designated pick up time for deliveries. Kitchens are instructed not to put the meals out until this set time. This ensures a consistent delivery time for clients and means that meals go out at an optimal temperature each day. Did you know that each hot meal should be at a minimum temperature of 60 degrees C when it arrives at the client’s home? Meals on Wheels works closely with our provider kitchens to ensure that meals are sufficiently hot when they leave the kitchen in order to ensure this minimum temperature at the point of delivery to each client. By adhering to the designated pickup time, the delivery volunteer plays an important part in ensuring that each meal is delivered safely. If you arrive a few minutes early for your deliveries, please be prepared to wait until the designated time to receive your route.

The following are the pickup times for Meals on Wheels provider kitchens:

10:50 am: The Good Companions Seniors’ Centre (routes 1 through 4)

11:00 am: Riverpark Place; Centre d’Accueil Champlain; Riverside; CHEO; St Patrick’s Home; Glebe Centre

11:10 am: The Good Companions Seniors’ Centre (routes 5 through 8)

11:30 am: Algonquin College; The Garry J. Armstrong Long Term Care Centre.

and solutions. It’s also a forum where collaboration is planned and implemented. Over the past few years, we’ve had discussions on a range of issues, from sharing best practices to disaster planning to joint marketing efforts. We also monitor fee levels closely as we try to make sure that fees for meals are as consistent as possible throughout Ottawa.

Without a doubt, the Ottawa Meals on Wheels Network is a great resource in helping us plan and deliver quality, consistent service across the city.

Upcoming events you don't want to miss!

- The Meals on Wheels Volunteer Development Day will be held on Thursday January 29th.
- We are pleased to announce that, once again, the Ottawa Community Support Coalition (OCSC) and the Adult Day Program Association will be presenting The Volunteer Factor Recognition Conference on March 6. This event is designed with volunteers in mind: helping them to help others. Meals on Wheels invites its volunteers to attend this one day conference. Please contact Terry at 613-233-2424 or terry@mealsonwheels-ottawa.com to reserve your spot now.
- “March for Meals”: The month of March mobilizes hundreds of local Meals on Wheels programs across North America to reach out to their communities and build support for the Meals on Wheels service. Stay tuned for information on how we will celebrate this special event.
- We look forward to seeing everyone on Wednesday, April 22, 2015, for our Annual Volunteer Appreciation Reception. Invitations will be mailed out to volunteers prior to the event.

Client Account Payments

Meals on Wheels provides a variety of ways to make payments on client accounts. Clients are billed monthly and payment may be made by cheque or money order payable to Meals on Wheels or by arranging for a pre-authorized payment plan. We also accept VISA and MasterCard. If you would like to arrange a payment please call the Meals on Wheels office at 613-233-2424. Payment can also be made in cash at our office. Please do not give cash or cheques directly to delivery volunteers as they are not authorized to accept payments.

The Meals on Wheels Circle

Our founders, the Ottawa City Union of The King's Daughters and Sons (KDS) — a group of Christian men, women, and children brought together by a desire to serve others — has founded a new Circle within their organization to support Meals on Wheels (MOW).

Founded in the fall of 2013, the purpose of the Circle is to provide our program with assistance in our charitable work. Their focus will be in the areas of fundraising, volunteer recruitment, marketing, and advocacy. Over the past few months, the Circle has provided much appreciated assistance by participating in The Good Companions Walk of Ages in June, obtaining and selling tickets to a charity show at the Morrisburg Upper Canada Playhouse in August, and selling and delivering Mums plants in September/October.

The president of the Circle is former Meals on Wheels President Stuart McLeod. Many former and current MOW board members, as well as other members of the City Union of the KDS, are part of this growing Circle. For more information on how to join the Meals on Wheels Circle, contact Bau at 613-233-2424. For more information on The King's Daughters and Sons, see www.thekingsdaughtersandsons.ca.

Christmas Deliveries

Many thanks to all who made the delivery of a Christmas meal possible for over 100 clients on December 25th. With the support of Moe Attalah and the Elvis Sighting Society providing the meal at the Newport Restaurant, gifts provided by Home Instead Senior Care, quilted placemats donated by The Ottawa Valley Quilters Guild, and treats from the 154th Ottawa Girl Guides, as well as all the volunteers who came out to help pack the meals and deliver, it was a wonderful and festive day indeed. With special thanks this year to Royal Bank of Canada for their generous donation which covered the cost of the turkeys and to Meals on Wheels volunteer Claire Barr for arranging this donation through the RBC Employee Volunteer Grant Program.



Claire Barr and Terry Moxness

Client Confidentiality and the MOW Route Sheet

Have you ever wondered why we ask volunteers to shred or tear up the route sheet when they have completed their deliveries? Meals on Wheels acknowledges the individual's right to privacy and is committed to protecting the confidentiality of our clients' personal information. We are guided by the *Freedom of Information and Privacy Act* (FIPPA) and the *Personal Health Information Privacy Act* (PHIPA), which govern the way personal health information may be collected, used and disclosed. All Meals on Wheels staff, volunteers, and Board members must sign a written agreement to maintain confidentiality. The proper disposal of the route sheet after the deliveries is an important part of ensuring that our client information is kept confidential. In addition, volunteers should remember to keep any information learned about clients confidential.