



# BEHIND THE WHEEL

## Community Answers the Call for Delivery Volunteers

By Jill Dodd

Last fall, many of you likely saw or heard the local news stories about the pressing need for volunteer drivers at Meals on Wheels programs in the Ottawa area. The story highlighted the issue of a demand for service that is increasing as the population ages. Some Meals on Wheels programs have been hit particularly hard with a boom in the number of clients in their catchment area without seeing the necessary increase in the number of volunteers needed to help make that happen. This caused concern about the possibility of having to put clients on a waiting list, especially at a time of year where more elderly clients can become shut-in and more volunteers head south for the cold season. Winter is certainly a challenging time of year for community programs who rely of volunteer drivers. In the days that followed the news story, many of you came forward to offer your help.

Of the five programs that deliver meals in the Ottawa area, Meals on Wheels/ La Popote roulante is the largest. Last year, with the help of 470 volunteers we served 123,848 meals to 1,650 clients in Central Ottawa. Other programs deliver out of the Eastern Ottawa Resource Centre, the Western Ottawa Community Resource Centre, Jewish Family Services of Ottawa, and Rural Ottawa South Support Services. This network of Meals on Wheels programs and all of our clients are grateful for the community's response. In addition to helping our clients meet their nutritional needs, thus maintaining their health, the visit from the volunteer also provides an important safety check and a caring contact. All of this allows

clients to remain in their own homes which is where we know they want to be.

We've had many new volunteers join our teams and together we have drawn much needed attention to the importance of community support services. One such response came from Danie Grobbelaar at CIBC, which has an established philosophy of helping in the communities where they live and work. Danie saw the opportunity to deliver Meals on Wheels as one in which the employees at CIBC could help out in a meaningful way and give them direct contact with those at the receiving end of their community involvement. He promptly made a call to the Meals on Wheels office and created a new corporate relationship. Since January, our new CIBC delivery team has been out delivering meals weekly. Thank you for this wonderful support!

### Dates to Note:

**March 4**

Community Champions Annual Conference

**March 21-25**

March for Meals Week

**March 25 - Good Friday**

No deliveries

**April 13**

Volunteer Appreciation Reception



Back row from left to right: Reni McNeil, Andrew Philips, Alain Gagnon, Janis Gosselin, Alison Philips, Lina Fascetto, Umair Chaudhari, Andrea Maillet, Derek Mainvill- District Vice President, Matthew Jacobson, Scott King. Front row from left to right: Danie Grobbelaar, Jennifer Holmes (Photo: Jill Dodd)

## Welcome to Our Team! Volunteers joining Meals on Wheels since Spring 2015:

Ron Argue  
Maame Asamoah-Apreku  
Pouran Asgari  
Andrew Barrett  
Betty Anne Benes  
Darrell Bucklin  
Laurie Burton  
Bruce Burwell  
Jean-Pierre Carrier  
Louise Cassleman  
Brinda Chengadu  
Hunter Clark  
Andrew Clark  
Dale Cully  
Diamond Dedhar  
Elizabeth Demaray  
Fred Demaray  
Stephen Dore  
Julie Dore  
Peter Fine  
Catherine Fydell  
Colin Galigan  
Teresa Gillis  
Ken Graham  
Christine Gratto  
Patricia Groulx  
Denis Guindon  
Nancy Guindon  
Johanne Hamilton  
Harry Hamilton  
Liz Harris  
Kathy Healey  
Marina Henley  
Joel Jeurond  
Michael Kennelly  
Nasir Khan  
Alexis Kincaid  
Frances Kolonko  
Kelly Kulas  
Patricia Lajeunesse  
Tonie Lavictoire  
Camilla LeBlanc  
Simone Leibovitch  
Amanda Leslie  
Xixi Liu  
Elizabeth Lortie  
Mary Lovelace  
Patricia MacDonald  
Geoff Matthews  
Jo Anne McCutcheon  
Earl Miner  
Karen Miner

Winifred Mobley  
Kevin Moncion  
Erica Moxness  
Maureen Murphy  
Mark Nichols  
Monique Ouellet  
Diane Parker  
Nell Pocock  
William David Pocock  
Yvette Price  
Melissa Proulx  
André Quesnel  
Olivia Reid  
Alexandra Robert  
Louise Scotchmer  
Peter Scotchmer  
Dorothy Sibbit  
J. Derek Smith  
Jeff Sobie  
Mary Sobie  
Linda St-Amour  
Chase Sun  
January Teichert  
Kelli Thompson  
Kaylea Walsh  
Jiadan Wang  
Shihui Wang  
Taylor White  
Simon Wu  
Penelope Younger

### Enbridge Corporate Team

Melanie Green  
Kathryn McNicoll

### CIBC Corporate Team

Miranda Baniulis  
Umair Chandhari  
Michelina Fascetto  
Alain Gagnon  
Janis Gosselin  
Danie Grobbelaar  
Matthew Jacobson  
Scott King  
Justin Landry  
Andrea Maillet  
Reni McNeil  
Andrew Phillips  
Alison Phillips  
Yang Yang

## Client Profile: Rosemary Jones

By Katlyn Lecompte-Richardson

Miss Rosemary Jones is friendly and welcoming as I visit her in her spacious condo, with its large green room, filled with rows of countless books, and a seemingly endless supply of sunshine through the large windows. Miss Jones lives in the company of two contented cats, asleep in the next room. We settle on large chairs in her living room for our chat. She has been a grateful client of Meals on Wheels since 2010, and receives hot meals from the Good Companions' kitchen Monday through Friday. Miss Jones' mother was a volunteer for Meals on Wheels in Montreal, so she has known about our kind of services for quite some time.

When asked about how she finds the meals, she says "terrific" is the word that pops to mind. Her favourite meals include meatballs, especially with gravy, and she says that the soup has been extremely satisfying lately. She finds great variety in the meals, and recommends the service to everyone. Without Meals on Wheels, she says, "it would be difficult to get the nutrition I need on my own."



Ms. Rosemary Jones  
(Photo: Katlyn Lecompte-Richardson)

Miss Jones says that all of the volunteers she meets are extremely friendly and pleasant. She has noticed a slight shift in the demographic of volunteers with the addition of younger students, and says that it is wonderful to see. She enjoys visits from all the volunteers, especially Bill Mitchell, who brings her a hot meal every Tuesday. Bill also enjoys his conversation with Miss Jones because he takes an interest in her life just as she takes an interest in his. "Miss Jones," he says, "always meets me at the door and is always very pleasant."

The Meals on Wheels team is happy to see that both clients and volunteers benefit from our service! We really are delivering "more than just a meal!"

## Volunteer Profile: Suzanne Allyson-Morello

By Jena Davarajah

Suzanne Allyson-Morello never envisioned herself becoming one of those retirees who would spend all her spare time either at home relaxing or travelling. Having worked as a biologist at Agriculture Canada and at the Museum of Nature, Suzanne always kept busy, so right after retiring she decided to jump into volunteering. After volunteering with a few organizations in the city, Suzanne did not feel like she was making enough of a difference. She wanted to do something meaningful where her time was valued.



Suzanne Allyson-Morello  
(photo: Jena Davarajah)

“Retiring is huge, what do you do with your time?” asks Suzanne. “I wanted to find a purpose and not just volunteer for the sake of ‘killing time.’”

When a close family friend proposed volunteering at Meals on Wheels, Suzanne was immediately interested. Upon meeting the staff and other volunteers, she felt it was impossible to turn down the opportunity. “Everyone was so welcoming and extremely nice. I knew I found the right place.” Since the winter

of 2014, Suzanne has gradually increased her commitment to Meals on Wheels and now volunteers five days a week delivering hot meals from two different kitchens. While she understands that the time spent with each client is short, she remarks on the quality of the contact not the quantity. “I feel as if I’m making a positive contribution to their well-being,” she says, referring specifically to isolated clients who have come out their shells and become more engaged with her over the past year.

Suzanne’s friendly, enthusiastic personality is most likely the first thing that clients notice when they meet her so it comes as no surprise that she has had plenty of experience working directly with the public. She notes that her time at the Museum of Nature as a presenter has been particularly useful in terms of her interactions with clients. “Not only do you have to be upbeat and energetic, you also learn to gauge social dynamics with people and you learn to tailor your interactions to get the most positive reaction.” The same applies to clients. “Some clients can be reserved while others really enjoy an animated conversation,” says Suzanne, whose primary goal is to make the clients feel comfortable and at ease when she visits.

More recently, these skills have also come in handy with other aspects of her work at Meals on Wheels. Since the fall of 2015, Suzanne has been assisting staff to recruit and train new volunteers by presenting her experiences at orientation sessions and volunteering to help at display tables in the community. Suzanne shares her experiences as a volunteer in a heart-felt, genuine manner that adds a human element and leaves a discernable positive impression on new volunteers. Speaking of her time with potential volunteers, she says she’s just happy to encourage others to volunteer at Meals on Wheels and is delighted when she sees the number of people as sincerely interested in helping others as she is. Suzanne says that she doesn’t feel like she is retired at all. “I don’t like the word ‘retired.’ Meals on Wheels is like my job, and I love that!”

## Kitchen Profile: CHEO

By Gabrielle Béland-Mainguy

The Children’s Hospital of Eastern Ontario (CHEO) opened its doors in 1974 and became a partner of Meals on Wheels on May 2, 1977. They began providing meals daily for two routes delivered to our clients in the Alta Vista area. With increasing demand for service in this area, Meals on Wheels introduced a third route from CHEO in January of this year. CHEO also supplies meals for one route for the Eastern Ottawa Resource Centre. CHEO has been involved with Meals on Wheels for so many years, it’s difficult to remember the original impetus, but there is no doubt that one of the main reasons is that CHEO gets a lot of support from the community and partnering with Meals on Wheels is a way to give back.

CHEO currently has 48 kitchen staff working to prepare meals for the their cafeteria and for Meals on Wheels. Usually 25 people work on any given day. Currently, the menu rotates on a three-week schedule and the entire menu changes three times a year. When it’s time to change the menu, it’s a collective effort to come up with new ideas. Chefs and food managers try to respect preferences and food trends whenever possible by consulting with staff members and clients.

One of CHEO’s daily challenges when it comes to Meals on Wheels is the very different clientele they need to serve. Children at the hospital often don’t have the same food preferences as doctors or families eating in the cafeteria and certainly not the same ones as seniors, the main clientele of Meals on Wheels. The staff at CHEO is constantly trying to ensure that they serve everybody the right way: seniors aren’t usually fond of very spicy items, kids are more sensitive to allergens, and the public eating at the cafeteria like to try new foods such as quinoa. The staff works hard to make enjoyable meals for all and we hope that our clients are enjoying them!



CHEO staff Lynn Tremblay and Stephane Bourcier  
(Photo: Gabrielle Béland-Mainguy)

We are thankful to CHEO for all their hard work and look forward to many more years of a great partnership in serving the Ottawa community.

# Goodbye and Welcome

By Baudouin St-Cyr

There has been much turnover and change at Meals on Wheels over the past few months.

In early June, Client Coordinator Renée Michienzi left on maternity leave to bring a beautiful, healthy baby boy, Jude Oliver, into the world. We congratulate Renée and her husband Vito and look forward to her return in the spring of 2016.

Project Coordinator Melissa Kahle assumed the interim Client Coordinator position from the beginning of June until the end of October before relocating to join her husband in Halifax where he has just taken up a post with the Canadian Navy. Melissa served Meals on Wheels for over three years and we were all very sad to see her leave. We wish her well in her new life on the east coast.

Long-time Manager of Volunteer Services Terry Moxness retired at the beginning of September. Terry had been a key member of our staff since October 2007. Staff and volunteers alike miss her very much. Best wishes for a happy retirement, Terry!

Now for our new staff:

Gabrielle Béland-Mainguy joined us as Project Coordinator in May and subsequently took over as interim Client Coordinator in late October. Gabrielle is very talented and energetic and we are grateful to her for having been able to assume increasing responsibilities so soon after arriving on our team. Her replacement as Project Coordinator is Katlyn Lecompte-Richardson. Katlyn joined us in October and immediately made a positive impact on our team with her helpful disposition.

Coordinator of Volunteers Jill Dodd assumed the position of Manager of Volunteer Services in September. Jill, with us since 2008, has always contributed strong ideas and dynamism to her



Back row from left to right: Cathy Shaw, Gabrielle Béland-Mainguy, Baudouin St-Cyr, Jill Dodd. Front row from left to right: Jena Davarajah, Derna Lisi, Katlyn Lecompte-Richardson (Photo: Melissa Khale)

department and this is her opportunity to provide leadership in a critical part of our agency, a challenge she is certainly up to. In order to fill her position, we hired Jena Davarajah as our new Coordinator of Volunteers. Jena, who joined us in late August, is getting to know all the east-end volunteers and is contributing greatly to the smooth functioning of our program.

We wish everyone who has left all good things for the future. Thank you for your dedicated contributions over the years. We also wish our arriving staff all the best in their new positions. They are the present and future of Meals on Wheels. We feel confident that the service is in good hands with this renewed team!

## Charitable Donations

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