



BEHIND THE WHEEL

Greeting Everyone with a Big Smile

By Terry Moxness
Manager of Volunteer Services

Meals on Wheels has been fortunate to have Lucas Rodgers as a volunteer since June of 1998. Today, Lucas volunteers three days a week. Monday is his route from the Riverside Hospital with volunteer driver Jean Lemieux. "Working with Lucas is a real pleasure. Greeting everyone with a big smile, he has a knack of making you forget any worries or problems you may have. The clients are always happy to see Lucas, not just for the meal, but for his pleasant disposition as well," Jean Lemieux says. Wednesday is the day Lucas does a delivery route from The Good Companions Centre with volunteer driver Barry Strayer. "Every delivery day he arrives early, eager to pick up meals and get to work. He is very efficient in getting the right meals to the right people," says Barry Strayer. On Fridays, Lucas does a delivery route with his long time partner Barb Leduc. They also go out as a team every year to deliver Chrysanthemum plants during the Mums for Thanksgiving Campaign. "Lucas is a dedicated volunteer, always showing a caring and a positive attitude. I'm sure his bright smiling face brings joy to all he serves," Barb Leduc says. Other days of the week Lucas can be found working for TD Canada Trust where he does the rounds with the snack cart bringing goodies and a bright smile to the staff. In his leisure time, Lucas enjoys spending time with his family. He is now the proud uncle of three nieces and a nephew. Lucas also enjoys his backyard pool in the summer and the ski trails in the winter months.

Lucas is a participant of LiveWorkPlay, an organization with a mission of helping the community welcome people with intellectual disabilities to live, work, and play as valued citizens. "Back in 1998 when LiveWorkPlay first began exploring the idea of supporting our members to volunteer in the community, Lucas was already connected with Meals on Wheels and championed them as a potential partner. Thanks to Lucas and Meals on Wheels, many of our members have experienced the joy of giving back to others. For some this has been a short-term experience, while for people like Lucas, Ian Murphy, and Chris Jones, being part of Meals on Wheels has become a long-term commitment and a part of their identity as citizens," says Keenan Wellar (Co-Leader & Director of Communications for LWP).

In 2013, Lucas reached a milestone of 1500 volunteer hours with Meals on Wheels. Congratulations Lucas and thank you for your hard work and dedication!

"Anyone who knows Lucas Rodgers will agree that spending time with him will brighten your day!" Terry Moxness



Back row from left to right: Barry Strayer, Barbara Leduc, Jean Lemieux
Front Row: Lucas Rodgers

Dates to Note:

- Dec 25th**
Special Meal
- Dec 26th**
Boxing Day – NO MEALS
- January 1st**
New Year's Day – NO MEALS
- April 18th**
Good Friday – NO MEALS
- May 19th**
Victoria Day – NO MEALS

Christmas Meal

Once again this year, we will be offering a special holiday meal delivered at lunchtime on December 25th. As in past years, the meal will be prepared in the kitchen of the Newport Restaurant.

Additional partnerships with Home Instead Senior Care and others will again allow us to add various goodies along with the meal.

To register to receive this meal on December 25th, please contact our office by Friday December 13th. There is no cost for this meal.

If you are available to help deliver on Christmas Day, please call Jill or Terry at 613-233-2424.

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

Fariha Amin
Monica Andrades-Lukenda
Mary-Lou Armstrong
Heather Banning
Lori Bellemare
Holmer Berthiaume
Kory Chenard
Stephanie Cudd
Savannah Dewolfe
Natalie Dixon
Anne Marie Ellis-Lockhart
Cathy Gilligan-Gray
Chantelle Hackbart
Nicky Hales
Danya Hernandez
Tony Hill
John Hladkowitz
Peter Hutchinson
Alan Lamb
Marc Latremouille
Mark McPherson
Marceline Nadio
Matthew Normand
Archana Petraroja
Jennifer Shorkey
Himawan Sudarso
Olga Tkachuk
Billie Melissa Trahan
Emilie Vezina
Leslie Weir
George Zanone

Mums for Thanksgiving Mums with my Mum

by Jacob Tognet

“On a beautiful Saturday morning, my Mum and I set out to deliver about 20 potted mums to some lucky people. Yellow, orange, and purple – we were bringing some extra colour into someone’s life. It is fun to see the reaction of the recipients – hard not to break into a smile when you see the beautiful mums. This was our second year volunteering to deliver the lovely potted plants and it was a great way to help a great cause, to earn some volunteer hours and to spend time with my Mum.”



Ginette and Jacob Tognet

Many thanks to all those who helped make this year’s Mums Campaign our best year yet! With 1720 plants sold and \$11,181 raised, it was a great effort from all involved.

Volunteer Notes

Volunteer Satisfaction Survey:

Your feedback is important in helping us make sure that you are getting the best volunteer experience possible and in ensuring that MOW is providing the best service to our clients. Responses to this year’s volunteer satisfaction survey indicate that you are very happy with your volunteer experience at MOW and that makes us happy too! We are pleased to have received your suggestions and will work hard to address them in order to improve the volunteer program and meal delivery service. Many thanks to all who responded.

Mileage Claims: It’s that time of year to make sure that you submit all your mileage claims for 2013. The deadline for submissions is December 31st. Please fill out your claim and send to Jill or Terry.

Volunteer Conference: The Ottawa Community Support Coalition will once again be holding a conference for Volunteers in February. Ten spots will be available for MOW volunteers to attend. There is no charge for this conference so take advantage of this great opportunity. Stay tuned for more details.

We’re coming to visit!

Since our move from our location on Bronson Street to the Good Companions Centre a few years ago, the MOW staff has often talked about what a difference it has made to see so many of the volunteers on a daily basis. We have all experienced the pleasure of getting to know our volunteers who deliver the eight routes from this

location. Starting this September, Jill and Terry began to make more visits to the other provider kitchens in order to meet with all the volunteers more regularly. Our goal is to visit each kitchen, alternating the days of the week, in order to see as many of you as possible. We look forward to seeing you soon!

Keeping Hot Foods Hot and Cold Foods Cold: Tips for Volunteers

Meals on Wheels is committed to serving nutritious food of the highest quality to our clients. Bacteria that cause food-borne illness are killed during the cooking process, but when cooked food stays at room temperature too long, bacteria can begin to form and grow. To prevent food-borne illness, one of your most important jobs as a Meals on Wheels volunteer is keeping the food safe for clients on your deliveries. Please follow these steps to ensure the safety of our clients.

- When counting the meals, keep lids closed on bags as much as possible.
- Don't transfer meals to other bags.
- Don't put the cold food in with the hot food until you arrive at the client's home.
- Always use the bags provided and be sure to report to MOW staff if bags need replacing.
- Never leave a meal at the door.
- Encourage your client to eat the meal right away or store the meal in the refrigerator.
- If you notice the client already has meals in the fridge, remind him or her to throw them out if they are more than 1 day old. Call the MOW office to let us know so we can follow up with the client regarding safe food storage.
- Call the MOW office if you have concerns about food safety for our clients.

Being Prepared for Winter Driving

During the winter season, Meals on Wheels makes every effort to ensure uninterrupted service so that clients can count on receiving their daily hot lunch or weekly frozen package. Our dedicated team of volunteers ensures that the cancellation of a route is extremely rare. Some of you have vehicles that are better equipped to handle stormy winter road conditions. If you would be prepared to step in for an extra delivery in the event of inclement weather, please consider joining our team of spare winter drivers.

In addition, during the winter months a number of our volunteers head south so if you have a family member, friend, or neighbour who would be willing to help out over the winter, please consider asking them to join our team!



Miriam Van Houten and Ann Rayner picking up meals at St Patrick's Home.

Winter Driving Tips:

- Have your vehicle serviced and winterized so it's ready for winter driving and road conditions.
- Check for pressure and sufficient tread on snow tires; a fully charged battery; belts and hoses for cracks or leaks; antifreeze levels in the radiator; a thinner grade of engine oil for better performance in colder temperatures; proper function of wipers; and lights for better visibility.
- Keep a winter survival kit in your vehicle. Some recommended items are: ice scraper/brush, shovel, sand, tow ropes or chain, booster cables, road flares, antifreeze, flashlight and batteries, first aid kit, fire extinguisher, small tool kit, extra clothing and footwear, blanket, seat belt cutter, water, candles and matches.
- Plan extra time to arrive for your deliveries.
- Make sure your tank is sufficiently full – at least a half a tank is recommended.
- Clear ice and snow from your vehicle before heading out.
- If possible, carry a cell phone.
- Visit Transport Canada for more tips on road safety and winter driving at www.tc.gc.ca.

Keeping Food on Hand: Tips for Clients

In the unlikely event that a winter storm interrupts the delivery of meals, clients are encouraged to be prepared. To stay nourished and hydrated during the winter months, it's important to plan ahead. Keeping extra food on hand in the fridge and freezer is an important part of that. It's also important to think about having a supply of shelf-stable foods in the event of a power outage. Some suggested items to have on hand are:

- Canned meats and fish
- Canned fruits and vegetables
- Dry cereals
- Powdered milk
- Snacks such as granola bars and peanut butter and crackers
- Dried fruits and nuts
- Drinking water
- Be sure to have a hand operated can opener

Client Survey Results In

MOW summer student, Michelle Brazeau, conducted our annual client survey at the end of June. A total of 524 surveys were sent out and 192 returned for a participation rate of 37%. A sufficient number of responses were received from clients served by each provider kitchen to obtain valid data about the quality of the meals served at each. Highlights of the survey include: all hot meal kitchen and frozen food providers scored well on quality. Fully 90% of hot meal clients and 93% of frozen meal clients felt the meals were affordable. In addition, an overwhelming majority of respondents felt that the food portions were big enough. Of francophone clients, 96% told us they felt that the service in French was adequate. Asked whether they would recommend our meal service to a friend, 95% of respondents said yes! Positive comments were also made about the caring delivery volunteers and helpful staff at the office. Thank you to everyone who participated. This survey provides us with invaluable planning data as we continue our work to improve the quality of our meals and service.

New Step in Integrated Care

Meals on Wheels, as a Health Services Provider in the Ontario health care system, has been working diligently over the last 12 months implementing a new client screening tool as part of our initial client services assessment done on the telephone at the start of service.

Effective March 2013, all new clients have been asked for consent for our agency to collect and make information available to other health care professionals involved in their care. The purpose of this collection and sharing of data is to eliminate the need for repetitive client assessment as clients move through the health system continuum. If you have any questions or concerns, or would like more information, please contact Renée at the office.

Centre d'accueil Champlain: A Staple in Vanier and to Meals on Wheels

By Melissa Kahle
Receptionist/Projects

The former City of Vanier was named in 1969 after the first French Canadian Governor General of Canada, Georges-Phileas Vanier. Since two-thirds of Vanier's population at the time was French speaking, Centre d'accueil Champlain was built the same year with a goal of housing the neighborhood's aging francophone population. To this day, because of its demographics, Vanier still maintains a distinct cultural identity that sets it apart from the rest of Ottawa.

The Centre d'accueil Champlain provides daily home-cooked meals to its residents in an entirely French-speaking environment, as well as providing Meals on Wheels with up to 60 meals a day, Monday to Friday. The centre houses 160 residents, some of whom have dementia and require a high level of personal support. In and of itself, the centre is a staple to the Vanier community, but also attracts francophone Ottawans from across the city.

Since our partnership began with Centre d'accueil Champlain, we have only seen our number of clients grow. We look forward to continued expansion of our services from Centre d'accueil Champlain.

If you would like to help to deliver meals in the Vanier community, please call 613-233-2424.



From left to right: Edwina Kohler, Jocelin Chery, Rick Kohler

Thank you Capital Benefit



Meals on Wheels would like to extend a sincere thank you to Roger and Marc Lajoie and the wonderful team of volunteers from Capital Benefit for their dedication in delivering hot meals in the community over these last three years. Your support was appreciated. We look forward to continuing our relationship through working with Roger, who has been a member of our Board of Directors since 2012.