



# Fort Erie meals on wheels

# NEWS

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*"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."*

Maya Angelou

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## A Message from the Board Chair

### Office Move

I think we are settled in!

As you will remember the Meals on Wheels office moved to the lower level at St. Paul's Anglican Church at the end of June. The ladies in the office are still getting used to the different sounds and the lack thereof as well.

I wish to extend on behalf of the Board of Directors, our thanks and appreciation to Johnson Moving & Storage - NOTL and Custom Systems Niagara – Fort Erie, for their work and effort in assisting with the office move and setup in one day. Ed Smith of C.S.N. went far above the call to help, assist, and make functional the computer systems and new software updates that we required around the move.

If you missed the open house on October 4th don't let that stop you from stopping in at the office and say hello.

### Board of Directors – Members

The Board of Directors has welcomed three new members to the Board in recent months. John Hatch, John Dunn and Tony Alkemade are also volunteers, and answered the call to join the Board. They all bring years of operational and management experience from their individual avocations and a desire to see members of our community continue to be served by Meals on Wheels.

We would welcome your interest in joining the Board of Directors. Please contact the office to obtain a Board member application form.

### Appreciation of your Support

I wish to thank you for your support of Meals on Wheels and of its Board of Directors. I would also ask for your continued support as it helps to ensure that those members of our community who require our support will continue to receive it.

Sincerely,

*John Newton, Board Chairman*

# We Cannot Do This Without Each and Every One of You!!



## LET US CONTINUE TO REMEMBER OUR VETERANS.

### STATISTICS

We are very blessed to have the caring and dedication of our volunteers who delivered 18,412 hot and frozen meals last year to 195 individuals.

So far this fiscal year (from April 1/11 to September 30/11) they have delivered 8,635 meals (and 155 sides) to 148 individuals. This has been accomplished by 131 individual volunteers! A total of 636 routes have been driven with 514 servers assisting. Amazing and THANK YOU!

### MAYORS FOR MEALS

Many thanks, once again, to Mayor Doug Martin for assisting in the delivery of our meals on March 21/11. This is the third year that mayors and dignitaries, from across Canada, have helped to raise awareness of seniors' nutritional needs in their communities. This is meant to enhance public perception, recruit new volunteers, and increase funding for Meals on Wheels organizations.

### THE MOVE

The move of our office from Douglas Memorial to St. Paul's Anglican Church went very smoothly. We are especially happy, and feel at home at St. Paul's. Having our freezer located upstairs has afforded us more useable office space. Stop by, any time, for a visit! (located on the lower level, off Niagara Parkway).

### CELEBRATING 40 YEARS!

Meals on Wheels officially came to Fort Erie on November 9, 1971 when 60 women gathered from six local church groups. During the summer of 1971, Mr. Rapelje, then Director of Nursing Homes in Niagara, had spoken to Dr. Angus Coshan about the possibility of meals in Fort Erie.

Initially meals were prepared for seven clients by the kitchen staff of Douglas Memorial Hospital at a cost of \$0.65 per meal and were carried in a cooler, heated in advance by two hot water bottles. Deliveries were made three times a week. A maximum of 15 meals could be delivered in a day.

At the end of each week's delivery of meals the previous group would take the basket, hot water bottles and styrofoam containers to the next church's volunteer

driver. The monies from the meal payments would be dropped off in an envelope to Louise Coshan's mailbox for banking.

We have been very lucky to have had a partnership with Gilmore Lodge since September 4, 1990 in preparing our wonderful meals.

Delivering hot meals five days a week started June 1, 1998. Frozen meals were added on June 18, 1998.

On April 1, 1990 the agency became a registered charitable organization and we were incorporated on January 14, 1992.

I believe, now, that the organization has become what Marilyn DeBeau had envisioned!

### OTHER SERVICES AVAILABLE:

Additional support services available to help our clients are as follows:

- Volunteer Visiting
- Phone Chat
- Homemaking
- Home Maintenance
- Safety at Home

Please call CSSN (*Community Support Services of Niagara*) at **905-682-3800** as they have volunteers from within our community to assist our clients.

### DO YOU KNOW SOMEONE WHO CAN USE OUR PROGRAM?

The following was reported in a Lifeline Connections brochure:

*"More than 80% of the care required by older Canadians is provided by adult children, grandchildren and friends. This care is estimated to equal \$5 billion of annual contribution in free labour! Without this support, millions of seniors would not be able to live independently".*

Maybe you have a friend or neighbor who is doing just that – caring for their aging family members. *Let them know what we can do for them.*

### SPREAD THE WORD

GIFT CERTIFICATES AVAILABLE FOR SHORT-TERM, LONG-TERM, HOSPITAL DISCHARGE HERE TO HELP YOU & YOUR FAMILY

CALL: **905-871-9366**

*Nancy Ryan, Executive Director*

*"Some things, done with great love, bring joy and peace."*

Mother Theresa

## Frozen Food Program

The Frozen Meal program continues to be popular with the seniors of Fort Erie. We find that the program appeals to the healthier senior who needs support with meal preparation but is still able to make some meals for themselves. People also like the fact that they can choose their own meals.

All the frozen meals come from Niagara Ina Grafton Gage Village in St. Catharines. We offer five weeks of rotating menus with seven selections of entrees, desserts, and soups on each menu. An entrée is still only \$5 and an entrée and soup or dessert is \$5.50. Some of our clients order seven meals each week and many others order between 2 – 4 meals weekly. They enjoy the versatility of the program which allows them not to have to order each week. Many seniors have limited freezer space in their fridges and this is an important feature of the program for them.

The frozen meals are delivered every Wednesday from St. Paul's Parish Hall by three sets of volunteers. We are very fortunate to have such committed people whose dedication makes this program work. There are times when our regulars are unavailable or on vacation so if you are able to drive occasionally please call our office.

We currently serve an average of 55 people each week. If you know of anyone who is interested in learning more about the Frozen Meals please call the office and we will send a menu package to them.

*Mary McLelland-Papp, Service Coordinator*

## Wheels to Meals Program

We continue to grow this worthwhile program. Over the last several months, we have been averaging 40 clients monthly. This number proves the importance of this program and shows how our seniors love to get out and enjoy a relaxing afternoon with friends or family. Over the summer months, we experienced attendance from family members visiting; you have to see how proud our clients were to have family with them!!!!

Venues such as Lion's Douglas Seniors Centre, St. Paul's Anglican Church, Bordertown Grill and Café by the Bridge continue to support us and they have maintained the cost of \$8.00 which includes meal, tax and gratuity!!! That's a good deal!!!

Need transportation?? Not a problem - we have drivers who donate their time and will pick you up and bring you home....now that's service!! We are always in need of additional drivers, so please let us know if you have 2-3 hours a month to help out, as there are times when our

regular drivers are not available.

Please, if you know a family member, friend, neighbor who you think would enjoy an afternoon out for a nutritional meal, socialization and an activity (such as bingo, singers, guest speakers, etc.), please let us know and we will add them to our mailing list.

A heartfelt thanks to our volunteers (drivers and entertainment) and venues for continuing to support us and enabling us to make this program a success.

Please contact our office if you would like to find out more about our lunch out program.

*Sharon King, Service Coordinator*

## First Half Report on Finances Fiscal 2011/2012

This year we have seen some changes to Meals on Wheels Fort Erie. Our offices moved from the Douglas Memorial to St. Paul's Church. Another change is to the evolving method of reporting to the LHIN. This change is ongoing and won't be fully implemented for a few more months. On the positive side, costs associated with the move to St. Paul's were offset by a grant from the United Way.

We have been given a price increase on our meal containers of 5%, and a similar 5% price increase on our container of milk. Gilmore Lodge has notified us that an increase to the price of meals is to be expected but as yet no firm price has been advised. While price increases can be expected, it is unfortunate that all aspects of the client food product, and production thereof, are going up in the same year. Hot meals served for the first six months total 8,635.

Fort Erie Meals on Wheels have received a 1.5% increase to our base funding from the LHIN, who itself received a 3% increase from the Ontario Ministry of Health. This 1.5% represents \$1,301, which will be used to offset food/packaging cost increases. Our donations YTD are down from last year (excluding the United Way contribution to offset moving costs) to \$11,984, compared to \$13,109 YTD last year. While many would see this as only down \$1,200, it can also be viewed as a decrease of nearly 10%. The budget set out for donations this fiscal year is \$47,380, with only six months remaining to reach that goal.

We are grateful to all who contribute to Fort Erie Meals on Wheels with time, talent and treasure, and we look forward to a challenging second half of the year.

Respectfully,

*Tim Wisbey, Treasurer*

# Long Range Planning

This year the Board of MOW Fort Erie developed a strategic plan for the period 2011 to 2013.

## GOAL OBJECTIVES

- Accountability** Regular monitoring of finances and program delivery by
1. Regularly surveying clients for their satisfaction with service. Survey has been completed and results are listed below.
  2. Ongoing monitoring of food, food temperature and nutritional value at the preparation site
  3. Continuous review of volunteer feedback through personal contact
  4. Quarterly review of financial status – See Tim’s report.

## Funding and Allocation

FE MOW has presented a “balanced” contract, *using the reserve funds* to support budget items with increasing costs.

## Integration and Service Coordination

Location – new address, continue to access the benefits of the location at St Paul’s  
Service Coordination – local and Regional Health Support Programs coming into Fort Erie  
Determine the feasibility of recommencing Regional MOW Board Chairs Meeting to look at opportunities for efficiencies?

## Community Engagement

- Increase client base – ongoing advertising in local newspaper once a month / brochure distribution to discharge planners – review the effectiveness with other MOW’s programs
- Expand community awareness of our activities
- Communicate with potential donors and benefactors – Annual General Meeting May 17, 2011 separate donor recognition published in the paper
- Monitor integration of service within the community - keep Francophone and Aboriginal communities aware of our program.

## Customer Satisfaction Survey Results completed 2011

Over 30 people took the survey  
Overall satisfaction with the meals, both hot and frozen is quite high  
The survey identified opportunities for Fort Erie MOW

- To prepare meals that are more attractive and appealing
- To better track client dislikes
- To keep the hot portions hot.

## Board Activity in response to the Opportunities Presented from the Survey

We will continue to work with our food source partners, currently, Gilmore Lodge and Ina Grafton and share this information in order to provide meals that are most appealing and nutritious. The issue of client dislikes will be discussed.

The Board is planning to review the temperature at the time of delivery to the last point on the client route on a regular basis.

Volunteer input is always appreciated. Please continue to relate any observations, comments, etc. to Nancy so that we can continue to provide a high quality service.

Your work and commitment are truly appreciated.

*Susan Speck, Long Range Planning Chair*