

ON DELIVERY

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FROM THE EXECUTIVE DIRECTOR

This past week (April 13-17), National Volunteer Week, saw us celebrating our very special, unpaid workers without whom we could not do our jobs. This is the week in which we take the time to recognize the tremendous contribution volunteers make to the community.

Volunteers make a tremendous contribution to our organization. Last year, some 175 volunteers gave more than 9,000 hours of service to this agency – working in several different capacities. They serve on committees, deliver meals, answer the telephone, and give us good advice. They come back from routes and tell us who needs some attention, or their driveway plowed,

or doesn't seem to be eating the meals.

We want you to know that although we may take this one opportunity each year to thank you formally, we are grateful every day.

We also take this opportunity to thank Delmanor Northtown Retirement Residence and Canterbury Place Retirement Residence, who joined us in helping to show our volunteers how very much they are appreciated.

Beth Stern
Executive Director



FROM HOAY TRAN

Hi Everyone!

I am excited to take this opportunity to introduce myself to you. My name is Hoay and I work as a Support Service Coordinator, where I coordinate services for new client as well as providing social work service to those who may need a little help. I would like to thank all of you for your contribution to MOWAM and to the community. MOWAM wouldn't be possible, nor would community members be able to have a hot lunch delivered to their door! So, take a moment to pat yourself on the back. You did great!

Just a little fun fact...did you know that, according to a report from Statistic Canada (2012), over 13.3 million people, which is about 47% of Canadians over the age of 15 volunteered in 2010? That is about 2.07 billion hours of unpaid work hours. That is about 1.1 million full-time jobs...and the number keeps on growing. So, thank you and drop by to say hi when you have a moment.

Hoay Tran
Support Services Coordinator

What is ODKE?

Sometimes you see ODKE on the route sheets. ODKE stands for **Door is Open, Knock and Enter**. Some of our clients have hearing and mobility difficulties, and cannot come to the door to receive their meals. MOWAM staff makes special arrangement with those clients, that clients will leave their doors unlocked, and volunteers will knock on the door and enter the clients' homes. When you are inside the client's home, you usually see the client. If you do not see or hear the client, please call out, "Hi, (client's name), Meals on Wheels." and see if you hear a response. If you do not hear a response, call our office immediately. Our receptionist will call to find out where the client is, then call you back and tell you what to do with the meal. You should never leave the meal or put the meal in client's fridge unless you are instructed to do so.

We do not write "client's door is open, knock and enter" on the route sheet because we have to protect client's privacy. The client will be at risk if we write the whole instruction on the route sheet and if the route sheet is lost and found by a wrong

individual. If you notice that a route sheet is missing while on delivery, you have to go back to the last client to look for it. If you cannot locate the route sheet, you have to call office immediately. MOWAM staff will have to submit an Incident Report to our Privacy Officer.

We have recently updated our Volunteer Driver Handbook and Volunteer Runner Handbook. You can find the handbooks in a binder kept in the Volunteer Lounge. If you want a copy of the Handbook, MOWAM staff can print you a copy or email you an electronic version of the handbook.

Karen Leung (Manager, Meal Services)



A Few Words From Yvette Dixon

Dear Volunteer Team,

As we celebrate our volunteers, I am honored and privileged to work with all of you in this capacity. You have welcomed me into your circle, supported me in my role as Meal Services Assistant and I am truly grateful.

Meals on Wheels and More weekend and weekday volunteers are very unique. Whether you are volunteering for the first time or you have been volunteering for years, it is very easy to fit into the team. Volunteers are the backbone of the agency and for our clients and we value each and everyone.

Volunteers impress upon our clients through their interactions, their commitment and their love for what they do.

Our volunteers are amazing individuals that will transform your life. The volunteers may appear small in numbers but they have hearts of gold, warm smiles and lots of love for what they do.

Thank you.....

Yvette Dixon (Assistant,
Meal Services)



Volunteer Advisory Committee Update

Hello All,

For those of you whom I have not had the pleasure to meet yet, my name is Ezra Isaacson. Looking to make a difference, like each and every single volunteer and member of our staff, in September 2010 I joined the Meals and Wheels and More (MOWAM) community as a weekend volunteer. After several years of volunteering, I looked for another way to give back to our very important organization and when a position opened up in February 2014, I became one of your Program Advisory Committee Members. And since March 2015, I am also the Chair of the newly established Volunteer Advisory Committee.

The purpose of the Volunteer Advisory Committee is to monitor, support and advise on the volunteer activities from the 80 Sheppard Avenue West site, and address issues which may arise. Primarily, our focus is to ensure we have an engaged volunteer base. To assist in this regard, our other Committee members include Karen Leung, Manager Meal Services, and long-time committed volunteers Shirley Chan and Mara Scott. Please join me in welcoming each of our new Committee members and thanking them for taking on this additional volunteer role.

Over the next few months, you will notice some changes, updates and enhancements to some of our processes and our social media footprint. We are most excited about our enhanced social media strategy, which encourages each of us to “Share

Your Story” as part of our new volunteer engagement and recruitment campaign. Also, Karen has done an excellent job at updating the volunteer orientation and training materials to include a new training video, which will help to standardize and streamline volunteer training. We also helped to provide guidance and suggestions for this past Volunteer Appreciation week, which was a great success.

Your input is valued, greatly appreciated and extremely important to the success of our organization. As such, we will be asking you to complete a completely revamped Volunteer Satisfaction Survey in the next short while. Please take a few minutes to complete the survey and provide thoughtful comments to help us continue to improve our organization wherever possible.

Going forward, we will be sure to continue to communicate our direction and incorporate your valuable feedback. As there are many different types of volunteering opportunities that exist at MOWAM, please let any of us know if and how you would like to become more involved.

I look forward to meeting each of you and I am very much interested in hearing your feedback. Thank you for being part of the MOWAM community.

Ezra Isaacson



Volunteer Appreciation Afternoon on April 15, 2015.



Meals on Wheels and More
Volunteer Newsletter



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Welcome New Volunteers
(January 1, 2015 to April 20, 2015)

Bingling Liu	Minjae Song	Nadia Al Ali
Alex MacMillan	Alice Ghansah	Justin Lizak
Renee Wilkinson	Sammy Chang	Dilip Razdan
Phil Leibovski	Hassan Ibrahim	Igor Vujaklija
John Diamanti	Jelisa Nelson	Sharon McSween
Teresa Rocha	Serge Lokshin	Ciprian Ciuca
Jose Mattar	Cintya Mena	Keivan Zangeneh

Do you know anyone looking for volunteer opportunities? Refer them to us. We are looking for volunteer drivers, runners and office assistants. Thank you. (Karen Leung)

NATIONAL VOLUNTEER WEEK 2015

Twenty-eight MOWAM volunteers and staff spent a warm spring afternoon at Canterbury Place Retirement Residence on April 15, 2015 to celebrate the 74th year of the National Volunteer Week. Maureen Gold, the Sales and Marketing Manager of Canterbury Place said that she appreciated the great work our volunteers had done for the community and that a few of her tenants used to receive Meals on Wheels service and had spoken highly of the volunteers. The event was held in their Piano Lounge where we all sat around their new addition to the Canterbury family, a baby grand piano, to enjoy the beautiful piano music played by Patricia Duffy, the entertainer of the day. Everyone enjoyed the wine, cheese, small sandwiches, salad and of course, the yummy desserts...

Among the twentyish volunteers, only two of them were our weekend volunteers: Daffodil Ashton and Ezra Isaacson. Since most of our weekend volunteers are usually busy during the week, it was really great to see Daffodil and Ezra at the Volunteer Appreciation Afternoon.

In the entire National Volunteer Week, we served volunteers desserts donated by Delmanor Northtown Retirement Residence and chocolate bars by Yanting Yang, our volunteer. We also gave out one plant a day to volunteers. And Jack Zhao (weekend volunteer) won two passes to the Basquiat show at the Art Gallery of Ontario. Congratulations to all winners!!

Thank you for all the great work that you have done for our agency and our clients. You are simply amazing!!

Karen Leung



Staff Members:

Executive Director—Beth Stern Ext 320

Support Services Coordinator—Hoay Tran Ext 317

Weekend Meal Services Coordinator—Sarah Yip and
Kathleen Allison Ext 323

Manager, Meal Services—Karen Leung Ext 319

Assistant, Meal Services —Yvette Dixon Ext 322

Meal Assistant—Wavney Miller