

ON DELIVERY

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FROM THE EXECUTIVE DIRECTOR

It's that time of year again – when we get to thank you all for your hard work and dedication! I am appreciative of our volunteer corps:

- Every time I hear someone come back from a route, and tell the staff about a concern for a particular client,
- For agreeing to come in an extra day to replace another regular volunteer,
- Whenever a reception volunteer offers to assist a caller with finding a needed community contact,
- For volunteer reception patience with an irate client,
- When every single volunteer

- turns up on an “Extreme Weather Alert” day,
- For giving up time with family and friends to volunteer on a statutory holiday,
 - When the meals take a little longer to prepare and everyone waits patiently,
 - For quick thinking and following procedure in a client emergency situation in the community, and
 - For their many and varied personalities that make up a wonderful group with whom we work every day.



Beth Stern

SATISFACTION

There are numerous factors that bring satisfaction to volunteering - achievement, recognition and feedback, personal growth, giving something back, bringing about social change, friendship, support, and a feeling of belonging and connection to the community. It is without a doubt that Meals on Wheels and More cannot exist without our dedicated volunteers. Volunteers expand their horizon, meet new people, and connect to each other. I have the pleasure of seeing both aspects of this goodwill - the volunteer's and the clients/family. It makes my job as a social worker so much more satisfying as well when a client, for example, Mrs. B. recently said to me, “I’ll like to compliment the volunteer who comes on Thursdays. Even though, she needs to be out and about to the next delivery, she would stay and help me open the lids to my meals. It really helps me.” And when I pass the message to Yvette to pass on to the volunteer, I can see an automatic smile on Yvette’s face. I’m sure this sense of satisfaction has transpired to the volunteer as well.

Hoay Tran, Support Services Coordinator

Volunteer Satisfaction Survey 2015

Sixty-seven volunteers out of 165 active volunteers participated in our Volunteer Satisfaction Survey in May 2015. Here are some of the findings:

- 37% of volunteers who participated in the survey are male and 63% are female
- 22% of volunteers are under the age of 41 and 21% are age 71 or above
- English is the primary language spoken at home at 89%, followed by Cantonese at 19%
- 42% of volunteers are retired or not working
- 79% of volunteers volunteer all year round
- 22% of volunteers volunteer 2 to 4 times a week and 54% volunteer once a week
- 22% of volunteers have been with MOWAM for 3 to 5 years; 9% 6 to 10 years and 22% more than 10 years
- 84% of volunteers plan to continue as a MOWAM volunteer in a year from now
- 76% of volunteers chose "Verbal Thanks" as the type of recognition they would like to receive, followed by "Thank You Card" at 22%
- 79% of volunteers felt that they received enough recognition
- 64% of volunteers had attended volunteer appreciation/recognition events

Your feedback is very important to us and will be used to help us provide a quality experience for all of our volunteers.

Here are a couple of comments from our volunteers:

"I feel great being a part of MOWAM team. It makes my life more meaningful."

"I enjoyed volunteering with meals on wheels. I was especially thrilled that one of the clients showed me pictures of the queen, queen mother and the queen when she was a princess. The pictures were probably taken in the 1940's or 1950's. I also spoke to another client who knew Tommy Douglas. I had many talks with this client. In fact when I go to his house, we still have great chats."

A full survey summary is available in the Volunteer Lounge. If you are interested in reviewing the summary, please speak to Yvette Dixon or myself.



Karen Leung
Manager, Meal Services

We thank everyone for participating in the survey.

Volunteer Appreciation Lunch on Oct 28, 2015

At Amica at Bayview from 2 p.m. to 3:30 p.m.

Don't forget to RSVP by Oct 21, 2015.

Volunteer Training

“Please indication the type of training you received for your position” is one of the survey questions.

6% of volunteers who responded to the question said that they had not received any training and 45% had received the Volunteer Handbook.

We believe that those 6% of volunteers were recruited prior to the year of 2008. Volunteers who joined MOWAM in 2008 or later were given a Volunteer Handbook and trained on the road and/or in the office by senior volunteers.

We have recently created a new training tool: a *Volunteer Training Powerpoint Presentation*. We show this 10-minute training presentation to new volunteers on their Training Day. The purpose of the presentation is to help new delivery volunteers understand their roles and responsibilities, and how they could help our agency better serve our clients.

Our Volunteer Handbooks and the Training Presentation are tools to help volunteers succeed in their roles. If you have not received the Volunteer Handbook, please let me know. You can choose to have the paper version or the electronic version. You can also find a copy of the Volunteer Handbook in the Volunteer Lounge.

If you have not watched the presentation, I invite you to watch it and give us feedback. Your input will help us improve the content of the presentation for our future volunteers. You can watch the presentation in our office or online at <https://youtu.be/1bSkyktg7cg>.



Karen Leung
Manager, Meal Services

Good-bye Sarah and Hello Soodi !

Our Weekend Coordinator, Sarah Yip, has decided to move on after 10 years of service at Meals on Wheels and More. For those of us who have worked with Sarah, either as a volunteer or a colleague, know how hard-working and dedicated Sarah is. She is always early to work, attentive to details and knowledgeable in what she does. We will miss Sarah and wish her success in her future endeavours.

Sarah’s successor, Soodi Azad, has worked at Better Living’s Meals-on-Wheels department. She is experienced in meals-on-wheels routines and working with volunteers. Please join me to welcome Soodi!

Karen Leung
Manager, Meal Services



Sarah



Soodi

**Meals on Wheels and More
Volunteer Newsletter**



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**Welcome New Volunteers
(April 21, 2015 to Oct 15, 2015)**

Christopher Chow	Fonda Tran	Tramy Tran
Seynabou Diagne	Peter Nguyen	Harisan Satgunathevan
Toluh Oluwafemi	Aaron Frizado	Aneta Tasheva
Kirish Rangunathan	Isabella Cardona	Alyson Morris
Nathaniel Rottenberg	Kenneth Sinn	Liu Zhang
Suzi Silva	Sonal Nathoo	Kelsey Li
Carey Yang	Vinod Gera	Peter Kam
Lida Jizmejian	Elsa Gabramaskel	Penny Finneron
Michael Audu	John Marman	Dhanika Thambirajah
Simone Odendaal	Verena Dong	Maria Ratnam
Zoe Freeman	Christelle Tran	Michelle Ho
Minh Anh Vo Dinh	Moon Li	Michelle Marchiori

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)

Weekend Scheduler

Having been a weekend driver/runner volunteer for over 5 years, I have always appreciated the work of our weekend coordinators. A couple months ago, I learned about the challenges they face first hand. On the departure of Wavney Miller, I volunteered to schedule weekend drivers and runners. It is interesting to see all that is behind the scene: the scheduling cutoff on Friday, the various preference of each volunteer, and the balance for every volunteer's participation. The volunteers at Meals on Wheels and More are kind and engaged, and the staff tremendously supportive. Sarah, Kathleen, Yvette and Karen know the volunteers well and always back me up. It has been fun and I am glad to help out more at MOWAM!

Emily Lau, Volunteer

Staff Members:

Executive Director—Beth Stern Ext 320

Support Services Coordinator—Hoay Tran Ext 317

Weekend Meal Services Coordinator—Kathleen Allison and

Soodi Azad—extension 323

Manager, Meal Services—Karen Leung Ext 319

Assistant, Meal Services —Yvette Dixon Ext 322