



# Meals on Wheels

London

## NEWS ON WHEELS

April 2016

### SPRING IS A TIME OF PLANS & PROJECTS LEO TOLSTOY

**What does April bring?** Buds, blossoms, fresh air, green grass, gentle breezes, open windows and chirping birds. The world, as they say, is new again. The same holds true for Meals on Wheels London.

**🌸 NEW - Supplemental Food Delivery Program** We are springing ahead with the pilot project funded through a grant from the Westminster College Foundation. Starting this month, frozen meal volunteers will help with the delivery of food packages, similar to those provided at the Food Bank. Clients on our subsidy program may opt into this program. Packages are brought once a month to those clients who wish to participate.



Frozen meal volunteers were selected to add these deliveries to their route because they come to the main office to pick up frozen meals on Thursdays. This set of volunteers deliver frozen routes city wide. Each week they may have 1-3 clients who will receive the food package. Deliveries will be spread out over the month.

During the six month pilot project, volunteers at the Central depot, may also become involved with delivery of the food packages. We will be mindful of route size and travel logistics in relation to our volunteers regular set of deliveries. The pilot project will be evaluated in September. If the feedback is positive, we hope to continue this program. We'll keep you updated.

- 🌸 NEW - Program Price Changes** to coincide with the beginning of our new fiscal year on April 1st.
- The daily standard meal price remains at \$7.75. The subsidized meal costs will now be \$5.00 or \$4.00 per meal dependent on income.
  - A package of 7 frozen entrees will be \$39.00 and the subsidy cost per package \$29.00 or \$25.00 based on income.
  - A package of 7 frozen desserts or soups will now be \$15.00 and the subsidized packages \$13.00 or \$11.00 again, based on income levels.
  - Round trip transportation drives will cost \$18.00 with subsidy rates at \$15.00 and \$12.00. The cost of a Lunch Bunch drive will now be \$12.00.

Preparation for price changes included notification letters to clients, as well as our print materials and website information updated. Price increases for services were necessary to keep pace with costs which have been passed on to us from suppliers. Should you hear comments from clients about price increases please encourage them to call Meals on Wheels with any concerns. **Thank you.**

**MEALS-ON-WHEELS.CA 519-660-1430**

## SHARING NOTES

### Those We Serve - Clients

"I almost cancelled my drive because bad weather was expected. John showed up and said he has snow tires and all-wheel drive, and that we weren't in a hurry. It was super duper and extra special."

"You're drivers are always so wonderful and good to talk to. You are so important in my life."

"The meals are great and have been an improvement to my day. The volunteers are friendly and always have a smile. I've already had two neighbours in to see the meals - one will be calling soon."

### Flip Side - Those Who Serve - Volunteers

"Martha is lovely. It will be my pleasure to take her for a ride again. Therefore, count me in."

Volunteer can't drive client next week. "She's my favourite ride! Don't tell the others :)"

"A kind word is like a  
spring day."

## RING A DING DING

Another thing "newt" this spring is our phone system. Now everyone in the office will have the same style of phone. The addition of more lines will make it easier when clients or volunteers call in - and for us to call out. Some days you have to pounce on the first available line to make an outgoing call.



Technically speaking this is a **VoIP phone system** which transmits telephone calls over the Internet, instead of the traditional public switched telephone network. Should the internet be down we also have land line back up. There are more features available, too many to list!

## A FOND FAREWELL TO MARY

Mary Storey began a part-time position with Meals on Wheels London in 2002. During her time with us Mary reheated meals at the West Depot and at the East Depot. She flexibly moved to several east sites which included Robarts, the Boyle Community Centre and 1111 Elias Street.

"Famous" for her seasonally decorated work space, and meticulous cleaning, Mary's depot was always festive and sparkling. There was usually a bowl of candies out for the volunteers. To share the bounty of her garden, Mary brought in home made loaves and put those zucchinis to good use. Through the years Mary often chose to reheat and package the meals being delivered to clients on Christmas Day.

Mary thoroughly enjoyed chatting with volunteers and they with her. She cared about them and what was going on in their lives. When Mary passed away on March 3, 2016, we lost a kind and valued colleague. Such a bright and energetic person, Mary will be missed by staff and volunteers alike.



## STOP THE STIGMA ABOUT MENTAL ILLNESS

Thirty-one volunteers were on hand at a learning session focused on mental illness. We started things off with staff members Carrie Webster and Annie May Cruickshank discussing our services and the care given to clients experiencing mental health conditions. This was followed by our guest presenter, Trix Van Egmond from the Canadian Mental Health Association Middlesex. We finished up with a session from staff member Maddie Froats on Diet and Depression.

Information from Trix's presentation on Myths & Truths About Mental Illness:

- The lives of people with mental health conditions are often plagued by stigma as well as discrimination. Stigma is a reality for many people with a mental illness and they report, that how others judge them, is one of their greatest barriers to a complete and satisfying life.
- The stigma attached to mental health conditions is so pervasive that people who suspect that they might have a mental health condition are unwilling to seek help for fear of what others may think.
- Media and the entertainment industry play a key role in shaping public opinions about mental health and illness. People with mental health conditions are often depicted as dangerous, violent and unpredictable. News stories that sensationalize violent acts by a person with a mental health condition are typically featured as headline news. Statistically, 4% of murders are committed by those with a mental health condition.
- There are significant consequences to public misperceptions and fears. Stereotypes about mental health conditions have been used to justify bullying. Due to the stigma associated with the illness, many people have found that they lose their self-esteem and have difficulty making friends.
- In any given year, 1 in 5 Canadians experience a mental health or addiction problem. Approximately 8% of adults will experience major depression at some time in their lives. Mental health means striking a balance in all aspects of one's life: social, physical, spiritual, economic and mental. At times, the balance may be tipped too much in one direction and one's footing has to be found again. Everyone's personal balance is unique and the challenge is to stay mentally healthy by keeping the right balance. Mental health is as important as physical health.
- How can we stop the Stigma? Name hurtful language about mental health and differential treatment for what it is —discrimination. Increase your knowledge about mental illness and mental health. Be supportive to others. **TALK. LISTEN. CONNECT.**

---

## MOVE FOR WHEELS GREAT SUCCESS

On Friday, March 18th, we were pleased to welcome 124 people to the Covent Garden Market in support of Meals on Wheels London. With pledges, corporate sponsorships, donations, silent auction, 50/50 draw and a raffle ... **\$43,695 was raised in support of our client subsidy program.** This is a wonderful accomplishment, and it could not have been achieved without the generous support of our volunteers, clients, donors, staff and Board.



New this year were movement activities such as Tai Chi, line dancing, yoga, and exercise movements. Members of our Twenty and Over Club kicked the activities off with the honorary first lap around the top floor of the market. Special event volunteers were busy with registration, with the silent auction as well as selling raffle and 50/50 tickets. **It was a great afternoon.**

# FIRE SAFETY



**A message from the London Fire Prevention Division.** The birds are singing, the tulips have started to bloom and the snow has melted. Spring is here and if you didn't check your smoke alarms when you set those clocks forward, the London Fire Department would like to remind you to change the batteries. After replacing the battery, test the smoke alarm to ensure it is working.

Having a working smoke alarm is your first defence against fire. Know two ways out of every room and have a meeting place outside the home far enough away from the fire. If you are not able to escape a fire, close the door, and go to the window. If there is no smoke, open the window and yell for help.

If you live in an apartment, and there is no fire in your apartment, you can leave your unit or stay, the choice is yours. **In either case you must act quickly. No matter what your decision - you must protect yourself from smoke.** If you leave, feel the door before you open it. If it is not hot leave your apartment, close the door and proceed to the nearest stairwell to exit. If you decide to stay, keep your door closed.

If the fire is in your apartment, exit the apartment ensuring your door is closed behind you. On your way out, activate the fire alarm and exit using the nearest stairwell. If you cannot leave your apartment, go onto the balcony or into a bedroom and close the door to call 911. If you require assistance to evacuate, please contact your building manager, and they will add your name to the buildings fire safety plan.

If you have any questions, please call our Fire Prevention Division at (519)661-4565 or check our website [www.london.ca/fire](http://www.london.ca/fire)

## CRUISE CAFÉ FRIDAY, MAY 6TH 1:30 TO 3:30

Jump in your car and cruise on over to the Café locale - the BMO Centre - at a moderate and efficient speed to get there safely. It will then be our pleasure to greet you and offer the Meals on Wheels London - cruise experience. Enjoy several "ports of call" including food stations and multiple games of chance! We don't even need a Captain's Table, because in our eyes you are all Captains.

The Cruise Café gives us a chance to say thanks to all our "mates" for your wonderful community work. You're welcome to bring a guest. We've included a "post me on your fridge" invitation reminder. Don't forget to RSVP!

Meals on Wheels London · 356 Queens Avenue, London ON N6B 1X6 · 519-660-1430

Produced by Laura Christie

