



True Davidson Meals on Wheels  
2723 St. Clair Avenue East  
Toronto, ON M4B 1M8  
Tel: 416-752-9667  
Fax: 416-752-2068  
Web: www.tdmow.ca  
Email: info@tdmow.ca

**Winter  
2009-  
2010**

### **OUR MISSION STATEMENT**

*The Organization is committed to providing nutritious, balanced meals at a reasonable cost to East York residents who, because of ill health, physical disability or aging, find it difficult to prepare food for themselves.*

### **WELCOME TO 2010!!!**



### **FROM THE PRESIDENT...**

The board and staff wish all our stakeholders, clients and volunteers all the best for the holiday season. The gift of time is something that is priceless and is appreciated more than the most expensive present.

The dawn of a new decade will bring changes, but will also continue the tradition of grassroots organizations making an impact on their local community. Your continued support is necessary to the survival of charitable institutions, as a client, volunteer or donor.

We appreciate your understanding if deliveries are delayed or cancelled because of heavy snowfall this winter.

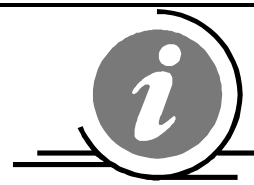
*Christine Dingemans*

### **Can You Help?**

- Drivers and runners needed for delivery routes, on a weekly or occasional basis
- Volunteers to sell raffle tickets

### **NOTES FOR VOLUNTEERS**

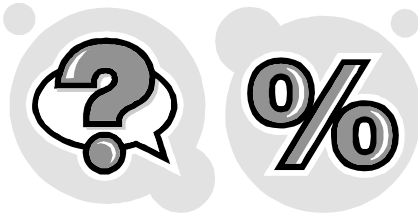
*Please ensure that you park legally while making deliveries. Do not leave your vehicle unattended in fire routes or no parking zones. You can receive a ticket even if you display a Meals on Wheels delivery sign. Thanks to everyone who helped with 165 holiday baskets this year!*



### **Upcoming Events**

Annual Raffle

## CLIENT SURVEY RESULTS



The annual survey was sent out this fall and the feedback continues to help us evaluate the quality of meals or delivery and the needs of our clients. This year we also asked about the Grocery Shopping service.

53 surveys were returned by clients who are delivered hot meals, representing a 52% participation rate. The majority always or usually enjoyed the meals. 71% eat their meal right away. 94% would recommend hot meals to others. 66% know about the Grocery Shopping service but 83% have not used it. Customer service was rated 90%. Some clients requested more choices in terms of food or variety.

20 out of 35 surveys, or 57%, were completed by clients who receive frozen meals. 90% always enjoy the taste and variety of the meals, correct order. 95% would recommend frozen meals to others. 95% are aware of the Grocery Shopping service, but only 25% have used it. 90% are happy with our customer service. One client said she "owes her life to MOW", which is very rewarding!!

Thank you to all our clients who took the time to participate!

**"Profile" returns next edition**

## What's new?

### Winter Safety

It has arrived a bit later than normal, but the snow and ice have arrived in East York. For your own safety, following a few common sense tips can make the difference.

- Watch where you walk. Avoid snow banks. Beware of ice that may be hidden beneath the snow.
- Make sure your vehicle is tuned up, you have a full gas tank and an emergency kit. Clear your vehicle of snow before driving.
- If you have a cell phone, keep it fully charged and take it with you.
- Ensure your footwear fits properly, has non slip soles and is insulated to keep you warm.
- Dress in layers and for the weather. Gloves, hats, scarves and a warm coat are the basics.
- Be aware of traffic when walking. Make sure you have full visibility even when bundled up.
- Use handrails on stairs.

Seniors may be eligible for assistance from the City of Toronto in clearing snow from sidewalks in front of their houses. Many agencies have referral services for private contractors to clear snow from walkways and driveways.



### **BY THE NUMBERS OCTOBER-DECEMBER 09**

*140 clients*

*70 volunteers*

*7,636 meals delivered*

*25,938 website hits*