

MOW Regional Service Network Meeting Summary
25 April 2024 at 3 pm

Attendees: Bau St Cyr (MOW Ottawa), Cathy Beckwith (ROSSS), Arvind Mohandoss (J.W. MacIntosh), Sylvie Lefebvre (Service Communautaire P-R), Annabelle Luck (NRLTC), Makyla Gendron (Eganville Seniors), Antonia Reynolds (Kemptville, SCS), Janna Woods (Carefor, RC), Chris Cobus & Reem Haddad (CCSN).

1. **Welcome and Introductions:** Chris welcomed participants.
2. **Terms of Reference:** Chris indicated that she would be circulating an updated version of the Regional MOW Terms of Reference to the group based on a few tweaks made to align the content and formatting with the other Regional Service Networks. **Action:** Approval to be sought at the next meeting of the group.

Chris reminded the group that this regional service network did not yet have a Chair or Co-Chairs to work with CCSN in moving forward. **Action:** CSS MOW providers from other regions of Ontario Health East will be invited to participate in future MOW Providers Service Network meetings as they wish. Expanded membership will bring opportunities to share information and experience in this area of service.

3. **March for Meals:**

In the face of day-to-day service challenges among MOW providers in this region (e.g., volunteer recruitment, rising food costs, HR transitions), there was less involvement in this region re: this province wide campaign this year. Ottawa MOW did recruit the support of a local MP to help in promoting their services.

4. **2019 Meal Delivery Standards and Guidelines:**

Chris asked the group if they felt it was time to review the standards and guidelines document to ensure it remains relevant to current operations and determine if updating is needed? Several topics of interest surfaced from the group: client criteria, eligibility tools, planning for services in the face of decreasing volunteers, expansion of frozen meals, client complaints, current rates re: client fees and food costs, staff and volunteer training re: IPAC, food handling, safe driving. **Action:** 2019 Standards and Guidelines document will be circulated for participants to review prior to the next meeting, in preparation for identifying specific areas requiring attention/updating at the next meeting.

The group also expressed interest in updating the most current data re: meal programming throughout Champlain. **Action:** Chris to circulate the current document and ask MOW providers to update their information accordingly highlighting what they have updated, so a new document can be generated for the group.

5. Measuring Success – common client/staff experience surveys:

Providers acknowledged the use of client surveys at various intervals (some related to accreditation processes) to assess satisfaction with the services provided. **Action:** Chris encouraged participants to forward her their survey tools, in an effort to assess some commonality among them that may be helpful to the group, in measuring collective impact.

6. Agency Updates:

Seniors Community Services, Kemptville (Antonia Reynolds) - Antonia, new to the program since Oct 2023, indicated the Standards and Guidelines have been helpful to her and expressed interest in seeing client satisfaction surveys from others. SCS provides between 5-20 meals per day receiving referrals from the community at large and discharge staff at the local hospital. They purchase their main courses from Timesaver Foods and appetizers and soups from Apetito.

Next meeting: 20 June 2024 at 2 pm.