

MOW Provider Service Network
Meeting Summary
21 November 2024 at 1:30 pm

Attendees: Kerri Daley, Co-Chair (Community Care City of Kawartha Lakes), Meredith Woods, Co-Chair (MOW Ottawa), Bau St. Cyr (MOW Ottawa), Teresa Scheckel (Community Care City of Kawartha Lakes), Laurie Hazen (Eganville Seniors), Browen Weeks (South Frontenac Community Services), Laura (Rural Frontenac Community Services), Keith Powell (Community Care for Seniors Prince Edward County), Brad Hammond (Western Ottawa Community Resource Centre), Arvind Mohandoss (JW MacIntosh), Tessa Breen (Community Care Central Hastings), Nathalie Bazinet (Eastern Ottawa Resource Centre), Kate Tysick (Community Home Support Lanark County), Sara Shannon (Service Communautaire Prescott-Russell), Maureen Glowaski (Haliburton Highlands Health Services), Julie Cardle (Community Care Durham), Maggie DiGrappa (VON Hastings, Northumberland Prince Edward Counties), Tiny Castonguay (Carefor EC), Catherine Pink (Community Care Peterborough), Cathy Beckwith (Rural Ottawa Support Services South), Chris Cobus, Reem Haddad and Paul Koval (CSS Shared Resources, Ontario East). **Guests:** Sunita Goel (Ageless Eats Catering – formerly Health Kids Catering), Naomi Zeigler & Tanya Solis Ayala (SPRINT).

1. Welcome and Introductions:

Chris Cobus extended welcoming remarks and then handed the meeting over to Kerri Daley to introduce herself as the new Co-Chair and proceed with the agenda. Participants were invited to introduce themselves, their agency, and region (SE, CE, Champlain) in the chat.

2. Acceptance /modification of agenda and last meeting notes (19 Sept 2024).

Accepted as circulated.

3. November 2024 MOW Date Chart and Report – validation of DRAFT content

Copy of both the draft Report and MOW Data Chart were circulated to participants prior to the meeting for their review. Chris acknowledged that the report was based on the data submitted by 19 out of a possible 28 MOW Providers throughout the OHE region. The report was shared on screen and each segment reviewed to ensure the content resonated with the group. Kerri opened the floor to any questions/comments related to the data, recognizing that the report will be helpful as this group decides on next steps. It also enables MOW providers to connect with one another as needed to compare programs, products, and pricing among services of similar size/scope. Other than the number of agencies contributing data for the Report, there were no changes to the document made by the group. Thanks was extended to all who shared/updated their data as part of this collaborative effort. Reem Haddad was thanked for assisting with the circulation of the Data Chart for updating, Paul Koval for providing an analysis of the data and making recommendations for the group's future consideration.

Chris noted that at the last meeting the group had indicated they would appreciate this information being updated annually with a call out to providers in June for their data and report back to the group in the fall, in time for Providers to have a current snapshot of MOW

services throughout the region as they plan annual budgets. **Action:** Chris to circulate final document (Data Chart and Report) to the group.

4. MOW Standards and Guidelines – sub-committee needing a representative from South East.

Kerri acknowledged that it was time for the group to review current standards and guidelines developed by the group in 2018, and that a sub-Committee would be best, with representation from the various regions of OHE, to review Champlain's document, and other documents available for consideration. While others interested are always welcome to participate in this sub-committee, Kerri (from Central East), Meredith (from Champlain) and Chris have already agreed to participate and were hoping to recruit at least one more representative, from South-East. Julie Cardle from Durham County agreed to join the sub-Committee to assist with the Standards and Guidelines update. **Action:** Chris to coordinate sub-Committee meetings to proceed.

5. Next meeting of OHE MOW Providers Service Network – 16 January 2025 at 1:30 pm.

As Apetito is currently the most common supplier of Frozen Meals to MOW providers in the OHE region, Kerri acknowledged that there is a new representative at Apetito (from the UK) interested in attending a future meeting of the group to discuss their current offerings. She agreed to reach out on behalf of the group to make arrangements to have Apetito attend a future meeting.

Healthy Kids Catering presentation – Sunita Goel and CSS Provider Naomi Zeigler (Sprint, Toronto).

Naomi provided some background that led up to this presentation, as a CSS Provider who has used Healthy Kids Catering to supply meals to her agency's ADP programming for over a decade and is currently exploring use of this supplier for frozen meals for her MOW program. Naomi highly recommended that the group consider the products that Sunita has to offer, noting her agency and clients have been most satisfied both in dealing with Sunita and her staff and enjoying the meals provided. She had one of her staff share Sunita's current menu with the group.

Chris acknowledged that while CSS Shared Resources were not in the business of recommending any given supplier of meal products, the group has for some time been expressing a need for more options when it comes to accessing frozen meals, hence the reason for today's presentation.

Sunita provided some background on her catering business noting it began with supplying Day Care centres in the Toronto area, hence the name: Healthy Kids Kitchen. Now that she is branching out to serve individuals at the other end of the age spectrum, she is rebranding to be called "Ageless Eats Kitchen" and exploring packaging that will accommodate larger portions of food to meet the nutritional requirements of adults. Sunita stressed her willingness to accommodate the needs of individual meal providers based on their clients' needs and preferences. Most special diets are able to be accommodated and meals are

made with fresh ingredients within her industrial kitchen (public health inspected). Current costing: Entrée (\$6.00), Breakfast (\$5.00), and Soup/Oatmeal (\$2.50).

Sunita indicated that she would be pleased to travel to several locations throughout the OHE region to meet with providers in person and provide a variety of meals for taste testing. It was suggested that perhaps MOW providers willing to host such an event could organize to enable Sunita to visit several locations in a day or two. Such would also enable some of the smaller providers to gather in key locations to meet with Sunita and taste her product.

Action: Chris to organize a meeting of those interested in hosting a 'taste testing event' to bring people together with Sunita to coordinate logistics and communicate arrangements planned to the larger group. Those expressing interest: Kerri Daley (Community Care City of Kawartha Lakes) , Bau St.Cyr (MOW, Ottawa), Catherine Pink (Community Care Peterborough), , Browen Weeks (South Frontenac Community Services Corp), Maggie Di Grappa (VON Hastings Northumberland Prince Edward Counties).

Naomi Zeigler (SPRINT, Toronto) also indicated she's available to connect further with the group/individual providers to share her experiences.