

MOW Provider Service Network
Meeting Summary
16 Jan 2025 at 1:30 pm

Attendees: Kerri Daley, Co-Chair (Community Care City of Kawartha Lakes), Meredith Woods, Co-Chair (MOW Ottawa), Keith Powell (Community Care for Seniors Prince Edward County), Kaitlyn Veinotte (JW MacIntosh), Sue & Tessa Breen (Community Care Central Hastings), Nathalie Bazinet (Eastern Ottawa Resource Centre), Kate Tysick (Community Home Support Lanark County), Maureen Glowaski (Haliburton Highlands Health Services), Julie Cardle (Community Care Durham), Tiny Castonguay (Carefor EC), Melissa Scott & Brenda Twaddle (Community Care Peterborough), Andree- Anne Morin (City of Cornwall, GlenStorDunn Lodge), Della Hart (Rural Ottawa Support Services South), Shell Lee Wert (Community Care South Hastings), Angela Robinson & Lancia Simmonds Abiola (VON), Jenni Poulin (Carebridge), Phyllis Burtenshaw-Lalonde (Maxville Manor) Antonia Reynolds (Seniors Community Services, Kemptville), Chris Cobus and Reem Haddad (CSS Shared Resources, Ontario East).

1. Welcome and Introductions

Chris Cobus extended welcoming remarks and then handed the meeting over to Meredith Woods, Co-Chair, to 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 (21 Nov 2024)

Accepted as circulated.

3. Status of Frozen Meal Taste Testing events with Sunita

Event being planned in Peterborough. (Contact: Kerri Daley for details kdaley@ccckl.ca)
Another one to be set-up in Napanee. (March 6, 2025; Contact: Cindy Weese for details Cindy.weese@von.ca).

Providers also discussed the possibility of one in Ottawa. (Contact: Meredith Woods for details meredith@mealsonwheels-ottawa.org).

4. MOW Best Practice Standards & Guidelines Sub-Committee

Kerri Daley, Meredith Woods, Julie Cardle and Chris Cobus currently willing to work on this effort. Others who expressed interest in participating on this sub-Committee: Keith Powell, Kate Tysick, Angela Robinson, and Phyllis Burtenshaw-Lalonde. Meeting of this sub-Committee set for 30 Jan 2025. **Action:** Chris to forward invitation to all interested.

Action: Chris to forward copy of the draft document being reviewed, to the full group, and MOW Providers asked to contribute their comments to the draft (noting things that need to be updated or added) by 24 Jan 2025. Sub-Committee to review comments received and offer their own input on Jan 30th. Updated document to be brought back to the full group for acceptance.

5. Use of Technology to streamline MOW services

Several MOW Providers commented on their use of Alyacare for their client information systems and scheduling usage. While agencies are at different stages of implementing the Alyacare platform, all consistently stressed the importance of cleaning up 'old data' before transferring things over to this system, to enable data to be as current and accurate as possible. Those further ahead with the use of Alyacare, indicated while it is indeed a learning curve to adopt any new system, it is very helpful once integrated into agency practices.

It was suggested that perhaps, once some of our MOW Providers are further along with the adoption of this platform, we could arrange a presentation at a future MOW meeting (utilize the experience of early adopters within our network).

6. Reminder: OCSA's request for photos/videos to share to promote the March for Meals Campaign

MOW Providers shared ideas on their various efforts to involve 'community champions' during March for Meals (Mayors, First Responders, MPP's, Municipal Counsellors). in their various campaigns.

7. Future topics

Presentation by Apetito in March. **Action:** Please forward to Chris ccobus@accesscss.ca questions or comments on what you would like Apetito to address, prior to the next meeting, so that our time with them will be as helpful to all as possible.

Measuring success – evaluation tools, common indicators to consider as a group.

8. Agency highlights/questions/comments:

Andree-Anne Morin (City of Cornwall) – involved in an interview on (Jan 21) on CBC radio with other service providers, stressing the need for Volunteers to support MOW's programs.

Melissa Scott (Community Care Central Hastings) – seeking a chart on 'who does what' re: MOW programs in OHE. Reminder to all that a recent chart was compiled by the group and circulated.

Julie Cardle (Community Care Durham) - Going through an RFP process for a new hot meal vendor. Asking if others might have experience to share. It was suggested that she contact Naomi Zeigler from SPRINT, Toronto, as she may operate an agency of comparable size and be able to help.

Next meeting: 20 March 2025 at 1:30 pm.