

MEALS ON WHEELS

Registered Charity no. 109

Street location:

103 South Road
Paget

Mailing address:

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Devonshire DV BX

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Contacts:

Client Services

Tannika Rodrigues
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Operations and Food Services

Alexa Petty
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Volunteer Services

Allison Garland
mowvolunteers@logic.bm

President, Meals on Wheels, Ltd.

Peter W Smith

Executive Summary

Meals served daily: approx 200
Daily volunteers required: 45
Days of operation: Monday, Tuesday, Wednesday, Friday
Annual operating budget (2017) \$450,000

Meals On Wheels (MOW) was founded in 1975 and is located at 103 South Road, Paget.

MOW prepares and delivers freshly cooked meals island-wide to persons who are incapacitated or are otherwise unable to prepare a nourishing meal on their own and who have no caregiver, friend or family member who can consistently provide this service. Specific criteria is developed and maintained by MOW and regular contacts are made with on-island physicians and social workers to ensure that clients are identified and professionally handled. Client reviews are generally done every 6 months.

Meals are charged out at the current price of \$6.00 per meal, which includes a main meal with drink or soup, and dessert. This is approximately half of the actual cost of production. About one third of all clients do not pay. MOW currently caters to clients requiring normal, diabetic, renal, vegetarian, gluten free, and low salt diets.

- Meals on Wheels is a company limited by guarantee under the laws of Bermuda. It was incorporated on February 4, 2010.
- Meals on Wheels is registered as a charitable organization under the Charities Act 1978
- Meals on Wheels has special powers to hold real estate as defined in its articles, and as such holds directly the land on which it operates from in Paget. There is no mortgage.
- Meals on Wheels also has the power to act as Trustee and is Corporate Trustee to The Meals on Wheels Endowment Fund, established in 2011 to attract funds for the future assistance and security of the MOW operation.

Professional Staff

Alexa Petty, Manager of Operations

Responsibilities cover all aspects of supervising and running the kitchen services, including recipes development, ordering, preparation and packaging. Building maintenance and proper office record keeping are also provided for.

Tannika Rodrigues, Manager Client Services

Responsibilities include all aspects of client services, from initial assessment to record keeping and follow-up reviews as well as maintaining relationships with doctors, social workers, etc.

Allison Garland, Volunteer Coordinator

Responsible for managing and ensuring that adequate volunteers are available each day to meet the staffing requirements of the kitchen, as well as drivers and the assistants needed for meal delivery. Related tasks include any specific fund raising or community outreach activity requiring volunteer

assistance.

Donna Amaral, Treasurer

Responsible for all account activity including invoicing and receivables and prepares regular reporting details for the Board and Finance Committee.

MOW maintains no regular legal counsel. Auditors are Deloitte Bermuda.

Bankers: HSBC Bermuda; Investment managers and custodian: Clarien Bank, Ltd.

Governance

The MOW Board meets on a quarterly basis. Committees meet as required but at least once a quarter. The Finance Committee has responsibility for the audit as well as the Meals on Wheels Endowment Fund.

Board Members

Peter Smith, President

Jason Powell, Vice President

Dawna Ferguson, Secretary

Arlene MacGuinness

Betsy Baillie

Barbara Faiella

Theresa Hall

Jim Hindess

Lea Kesseram

Committees of the Board

Finance & Investment Committee, Barbara Faiella, Chair

Audit Committee, Jim Hindess, Chair

Kitchen Operations Committee, Betsy Baillie, Chair

Client Relations, Lea Kesseram, Chair

Community Relations & Compliance, Theresa Hall, Chair

Property Management, Jason Powell, Chair

History and Operations

Meals on Wheels began serving the elderly and people with disabilities in Bermuda in 1975. At the outset, meals were purchased from the hospital kitchen by the organization and then delivered to recipients. At present meals are delivered on four days each week, Mondays, Tuesdays, Wednesdays and Fridays with the Wednesday delivery including a frozen meal to be microwaved on Thursday. Initially the service was confined to the central parishes but over the years has encompassed the entire island.

The number of meals supplied by the hospital was limited but the demand for the service increased and a waiting list of potential recipients was started. The organizing committee, at that time, realized that alternative arrangements would have to be made. In 1977 Meals on Wheels undertook the entire operation of food purchasing, preparation and delivery, from the kitchen of St. Paul's Christian Education Centre, Paget. This proved to be an ideal location, centrally situated with ample parking space. It was to be a temporary "home" until Meals on Wheels could have its own headquarters. Much work has been undertaken over the years to acquire a suitable "home". A plot of land was purchased on South Road in Paget and the long established "kitchen committee" was renamed the Building Committee. This committee set to work and after many meetings plans for the new headquarters were approved.

Ground was "broken" on 27th November 1995 and the "Roof Wetting" ceremony took place on 2nd April 1996. Occupancy of the new building was delayed for various reasons but the move was finally achieved on 28th/29th September 1996. The kitchen was put to the test for the first time on 30th September when approximately 140 meals were cooked and delivered.

The building was officially opened on 15th October 1996, the twenty--first Birthday of Meals on Wheels. The ribbon was cut and a plaque unveiled by His Excellency the Governor, The Right Honourable The Lord Waddington GCVO, PC, QC.

At the inauguration of the service just 15 people received meals. That number has now grown to 180. The majority of the clients are assigned, by the hospital social workers, prior to discharge from hospital. The Service is also requested by family members, PALS organization, doctors and district nurses. Very occasionally prospective recipients will request meals themselves.

Locating and interviewing a new client is undertaken by the Administrator and at this interview all necessary information is obtained. Forms have to be completed including a consent agreement and authorization by the recipient's physician. This latter form details any peculiar diet required

At inception the meal was purchased for \$1.50 and sold to the client for \$1.50. The overall cost has increased over the years, but with careful menu planning and prudent thriftiness today's price has only recently risen to just \$6.00 per meal. Each meal delivered consists of soup, juice in the summer months), a main course of meat, poultry or fish, vegetables and a dessert. Recipients are expected to provide their own cutlery. Containers are disposable.

Starting in June 2014, frozen meals were made available to clients to receive for the Thursdays- the only weekday no delivery is made.

If the recipient is in any financial difficulty, and many fall into this category, meals are provided free of charge. Some Churches, Service Clubs, Trusts and many individuals make donations specifically for sponsorship which is calculated to be approximately \$2500 for one client for one year. In some cases meals are paid for by family members or friends.

The organization relies on generous donations and a Government Grant.

Meals on Wheels is a voluntary organization and has charitable status. Approximately 45 volunteers work every day as either cooks or pot washers; car drivers or assistants and a dispatcher. The total number of volunteers is approximately 150.

With the growth of the service it was found necessary to employ some part time workers. There is an overall Administrator/Client Service Manager; a Kitchen Co-ordinator/Operations Manager; a Volunteer Co-ordinator to regulate and plan the attendance of volunteers and substitute for such volunteers when any problem arises and a part-time Treasurer.

Meals on Wheels volunteers are an exceptionally good and dependable group. There are always just enough helpers, although during the summer months, when so many leave the island for vacation, there are times when the Volunteer Co-ordinator's task is difficult. However, several teachers and teenagers are usually available to fill in. Without such help it would be very difficult to find two volunteers to go out on each of the 17 routes. It has been found essential to have an assistant along with the driver to cover any emergency which may be encountered.

Meals on Wheels has proved to be a very necessary social service in the community providing not only good well balanced nutritional meals but contacts and friendly visits for those who are sometimes forgotten and neglected. Without Meals on Wheels patients could not be released from hospital quite so quickly especially those elderly clients who live alone.

October 2018