



Meals on Wheels
Eurobodalla

CLIENT NEWSLETTER JULY 2020

This Newsletter is quite soon after our June edition, but I wanted to keep in touch with you.

I hope that you are still well and keeping yourself safe with clean hands and by meeting with only those you know.



We are sad that we are unable to meet many of you even though the restrictions are easing. However, we do want to be safe and not like the Victorians who are being asked to stay home once again. So, this Newsletter is our way of being in touch, and saying hello while remembering the 'physical distancing' requirements!!

Our meals are still being delivered and we had a big increase in April. This could happen again if the virus gets hold in our community...we hope not. But we are ready to care for you.

Our Group Social Support (Out and About) wants to start and I know everyone is very keen, but we cannot take the risk. Chelsea and Keith are working on your Care Plans and visiting you to see what you want to get out of the programme, and they are preparing a set of checklists for when we do get back together. Let us hope that time is not too far away.

Our Individual Social Support is working again with people doing gardening and shopping for many of you. This also allows social contact which I know you are wishing to have more of.

But some other news which may be of interest....

- + We have a new Menu with some new items on it.
Some of these have been suggestions which we have sourced and trailed.
This is being sent to meals clients with this Newsletter.
- + We are printing the menu in a different format.
As a result you will know it is different from previous ones and the one to be used.
- + We have held most of our prices and not passed on most increases we received.
There are only a few and you will see meals affected are in a different cost section.
- + We have finished the renovations of our office.
It has been repainted and looks much brighter.
The two halves match, creating one large office.
- + All the staff have new computers and telephones which improves our efficiency and ability to access information.
- + We have some new art works by Brad McLean (Bethany's husband) about to go on the walls. These will add colour remind us of the beauty of our local area.
Come and have a look; there may be some you might like for your home or as gifts or look up his Facebook site. <https://www.facebook.com/bradmcleanphotography>



The **2020 Clients Survey** has been completed.
The full set of results will be presented to the Board on Monday 27 July.
But, on the quiet, what did 65 of you say?

On our meals you commented:

Meals variety -in all areas you said we were providing enough variety but you gave us some suggestions such as Lambs Fry and Bacon, Chops, savory mince, different vegetables, more pasta dishes, more casserole dishes and rice custard!

We will watch out for all of these as our suppliers provide new items and see what we can do.

Meal choices – taste was the number 1 choice followed by familiarity and variety. Price and value for money were a secondary consideration.

Meals enjoyed - half of you said there was a favourite dish and then listed 24 of our 62 items as a favourite; but Roast Pork had the most people enjoying it and Apple Rhubarb won in the desserts.

Meals not enjoyed – it was pleasing that only 21 of you have a dish which was not to your liking!

Final comments were very pleasing and included “**have appreciated the service and meals**” (4 people); “**Meals are good; Service excellent**” (3 people); “**You are all doing a great job-well done**” (2 people) and “**Very happy with a smiley face**”. So, thank you.



On our communications you commented:

Newsletters -they are useful, and 20 people said that “it was nice to see what is going on.”

Our **Calendar and pen at Christmas** were welcomed by over half of the respondents.

Our **Newsletter distribution** nearly half of you said mail was the best way (*I hope that includes personal delivery with your meals etc!*)

Our **response to the fires and this pandemic**, 13 commented “**You have all done a great job-thanks**” and “**Moruya staff/volunteers are outstanding**”. So again, thank you.

On our Social Support (Group and Individual) you commented:

Lunches are a favourite group activity followed by going to the movies enjoying coffee and chats in the group, picnics, and concerts.

Many would like someone to just **visit and chat** with them so we shall look at this more.

There was also a wish for **more physical exercise** so there could be some walking coming up.

Thank you for your suggestions.

These annual surveys are particularly important, so we can improve what we are able to provide for you. We hope to have our Client Forum sessions back once we can meet again, and you can tell me directly what you would like to see developed and how well we are doing.

Over the last couple of weeks, I have delivered meals to some people and it has been wonderful to touch base. So, watch out, I may just turn up with your delivery!

Delivery days

A reminder that the following are our new delivery days.
This schedule was started in April.

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|------------------------------------|-----------|-----------------------|
| ▪ Broulee/Tomakin/Mogo/Moruya | Tuesday | (Orders in by Friday) |
| ▪ Batemans Bay | Wednesday | (Orders in by Friday) |
| ▪ Tuross/Moruya Heads/Potato Point | Thursday | (Orders in by Friday) |
| ▪ Narooma/Kainga/Dalmeny | Friday | (Orders in by Friday) |

Thank you

We have gone Cashless -thank you; all of you have done very well to support this move. We will also be cashless when Out and About starts again, but more on this closer to the time.

Attached to this Newsletter is a form we need to have completed and an envelope for you to put it into, seal and return to the office. We shall keep your details very safe, but we do need to have it in writing on your file that you have agreed to provide these details for us. More paperwork-sorry!

Our Privacy Policy procedures are on the back of the form to illustrate how we look after your information. Ring me (4474 4464) if you have a concern.

Take care of yourself and keep smiling.

Alan Russell,
Manager

