



Meals on Wheels
Eurobodalla

CLIENT NEWSLETTER JUNE 2020

I hope that you are well and keeping yourself safe with clean hands and by meeting with only those you know. I hope you are remembering the 'physical distancing' requirements when are meeting people outside of your family.

There have been so many major events in your lifetime, but I am sure this pandemic would rate as one of the worst. But we are strong, and together we will beat it and come out of this period of crisis ready to get on with living.



We have tried hard to maintain our focus and to deliver to you the meals you need. We have tried to start back with our social support programmes with a trial of having two days each week. But the regulations did not allow this to happen. We are being cautious with this as we are aware that a second wave of the virus could come, and we do not want any of you to face that danger.

We are proposing to start our Individual Social Support programmes; again, we will be taking a cautious approach. I know both clients and volunteers are eager to start so we maybe able to start with the gardening and shopping for people not necessarily with people. We say thank you for your patience as we get these two areas operating again.

Through all of this I hope you have been able to have a smile and seen the funny side of life. I have enjoyed the way some people have tried to entertain themselves as seen in various clips on television. Some people do take big risks and others have a tremendous sense of humour...just what we have all needed.



During the last weeks of May we sent out our Clients Survey. This is an annual survey and you may recall some of the questions. We have deliberately kept the questions the same as we want to compare your thoughts and look at trends.

I hope you have received a survey (if not call us for one) and if so, please send it back with a volunteer when they next call or post it. I would like them by **June 12th**, but if they are a little later that will not matter.

A change to our operations Cash Free

One outcome of the pandemic is the need to reduce the handling of money within our organisation. To this end we are moving to being cash free...this does Not mean the meals or services are free but the volunteers will not accept cash when they call or take you out.

There are many options available including a cheque, electronic transfer, monthly account, or a system which you can design with our staff to suit your needs.

Please contact the office to make the necessary changes.

In June we hope most of you will make the change and from the new Financial year (July) we will NOT be sending money with the volunteers. Ring us to discuss what is best for you on 4474 4464 between 8.30am and 3pm each day.

The Board has continued to work hard throughout this pandemic, as have our wonderful staff. Our organisation is very well served by these groups and by the outstanding group of volunteers who have continued to serve in each of our areas. I know you do, but please continue to thank them for their time and efforts. They are the cornerstone of our Cooperative.

Please turn over the page for there is more...

Staffing changes

- ✚ Nicole McDonald has joined our team to look after our finances as our Finance Officer.
- ✚ Mim van den Berg has finished her time with us, and we thank her for her efforts and kindness to so many of you over the three years she was part of our team.
- ✚ Karen Welsh has returned at the start of this month and we thank Denise Russell for her assistance during Karen's absence

Milk bottle tops

We are not collecting these anymore.
Thank you for your wonderful assistance.

Our full paid staff team is: Alan Russell (Manager); Bethany Mclean (Client Services Officer); Nicole McDonald (Finance Officer); Karen Welsh (Reception and Individual Social Support); Chelsea Terry (Out and About Coordinator); Keith Doran (Out and About Assistant).

Our Board is: Phil Armstrong (President), Cathy Milliken (Chair, Policy and Administration Committee), Allan Schuback (Chair, Finance, Risk and Audit Committee), Les Carter (Chair, Food Panel), Michele Sacoar, Jim Greenshields, Sue Proud.

Meals

We have made some very minor changes to our menu for winter. I am sure you will have seen these on the menu you have been receiving since the start of May.

We look forward to your comments on the survey to guide how we construct our future menus. Some have told us not to change anything while others have sought changes as they have 'been through the exciting menu and would like something new'. What are your thoughts?

Delivery days

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

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

Over the pandemic period we have had many new clients wishing to get meals. We have been able to cater for them and hope they have enjoyed what has been offered, and your smiles.

Individual Social Support and Out and About (Group Social Support)

As noted, both clients and volunteers have been ready for some time to get back into their work with you. This will happen but not as quickly as we had hoped and started to plan for, but we shall be there soon.

National Volunteers Week

We are immensely proud of our organisation. The week of 18 to 22 May was National Volunteers Week and it was a shame we couldn't meet to say thank you to them...but we will find a time later and invite them to our annual High Tea in September (*hopefully all will be better by then*).

I am particularly proud of the staff and volunteers who have done so well through the bush fires, the heavy rains which followed and now through the Covid-19 pandemic.

On your behalf I thank each one of them for their time, good humour, efforts, and smiles.
Take care of yourself and keep smiling.

Alan Russell,
Manager

