



Food for thought

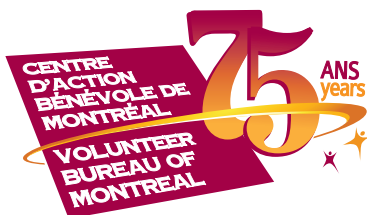
Newsletter of the Volunteer Food Services Central Office

FALL 2014



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The Volunteer Food Services Central Office is a program of the Volunteer Bureau of Montreal

I love family recipes

By Marjorie Northrup

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While visiting my cousin Steve a few years ago, he served these delicious muffins for breakfast- they were delicious and moist and contain much less fat and sugar than regular store bought ones. I have even iced them with cream cheese icing and served them for dessert! (Another fun thing about this recipe is that you can keep the batter in the fridge for up to 2 weeks and have fresh ones whenever it strikes your fancy!) The recipe makes between 5 and 8 dozen muffins, depending on the size. The cooked muffins also freeze beautifully. ■



Super Moist Bran Muffins

- Mix together and allow to cool:
 - 1 box Quaker natural wheat bran
 - 2 cups boiling water
 - $\frac{3}{4}$ cup molasses
- Add to cooled mixture 1 litre buttermilk
- In a very large bowl whisk together:
 - 1 cup olive oil
 - 4 large eggs
 - 3 cups white sugar
- Sift together:
 - 5 cups flour
 - 1 $\frac{1}{2}$ tbsp of baking powder
 - 1 $\frac{1}{2}$ tbsp baking soda
 - 1 tsp salt
- Add bran and flour to wet ingredients, mix lightly until blended.
- Put in paper cases inside muffin pans.
- Bake at 425°F for 12-15 minutes
— ENJOY!

Cover:

Baby Alice, future Meals on Wheels volunteer.

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A Word from Marjorie



Natural light brings joy to our plants.

By Marjorie Nothrup

Coordinator, Volunteer food services, VBM

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I've been feeling nostalgic these past few weeks! Why? The lucky staff at Volunteer Food Services (Nancy, Stéphanie and myself) have just moved into our new office, full of light and plants (see photo). I took this opportunity to do a bit of "cleaning" in my things: great pictures of volunteers and colleagues, some of whom have left us; invitations to wonderful events that I had almost forgotten; touching thank-you cards; the first article I wrote for this little newsletter 14 years ago. So many memories... Just as happens in real

life, I felt a wave of emotions: sadness, affection, fear, joy, and a glow of hope that, despite all of these changes, our great service will continue to flourish!

What feeds this hope is first and foremost YOU, dear volunteers and colleagues: your devotion, generosity and passion that drives your actions are a boundless source of inspiration for me.

I'm also surrounded by wonderful colleagues: Caroline, who left us after filling in as liaison during Nancy's maternity leave (we loved Caro so much that we offered her a contract for group volunteering!), and of course my "partner in crime" Nancy, who's returned with all guns blazing! The pretty girl on the cover is little Alice, who will no

doubt follow in mummy Nancy's footsteps!

And yes, you read the name of our dear Stéphanie earlier. She has returned to Canada "for good" after obtaining her permanent residency, and just in the nick of time: things have changed so much over the past few years that it's time to ask you about how we can best help you accomplish your tasks. We've offered Stéphanie a contract, and she'll be collecting your feedback. We'll adjust our strategic planning based on your comments and suggestions.

A bright future awaits!

I hope to see you all at our day of knowledge sharing! ■



From Meals on Wheels to Group Volunteering

by Caroline Manuel

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This last July, my time as Liaison Agent for the Volunteer Food Services ended, since I gave back the torch to Nancy, back from her maternity leave with the addition of pretty little Alice to her

family. Luckily, I was offered the chance to stay and keep working with the Volunteers Bureau of Montreal's team members regularly, as the new Group Volunteering Coordinator.

It's an all new type of challenge, and I have no doubt the experience will be as interesting and rewarding to undertake as the last 10 months. I learned a lot from my direct contacts with the Meals on Wheels employees and volunteers,

their clients and the CLSC workers, as well as from the company of Marjorie, always ready to talk and give encouragements.

Time flew by and I will miss all these nice people, as well as our new office space and its disco ball. Thank you all for your help and advice, I hope to see you at the VBM. Until then, Nancy and Marjorie are always near enough to share the latest Meals on Wheels news! ■

A Tribute to a Remarkable Volunteer

By Hon. Marisa Ferretti Barth

Founder of the CRAIC

Among all the volunteers at the Conseil Régional des Personnes Âgées Italo-Canadiennes (CRAIC), one has distinguished himself in particular for his tenacity and dependability: Mr. Antonio Stabile.

Mr. Stabile has been a volunteer at the CRAIC for over 20 years. Once every week, rain or shine, he personally makes deliveries for Meals on Wheels. He gets in and out of his car and tackles staircases to get to clients' front door. He's an example of devotion for all volunteers.

Mr. Stabile was born in 1922 in Italy. A member of the Royal Legion of Ortona 107, he was a soldier for 5 years, 2 of which were spent as

a prisoner of war. He immigrated to Canada in the 1950s.

The secret to his long life is, without a doubt, physical activity. In fact, Mr. Stabile uses stairs to get to his third-floor apartment several times a day. He also goes to the Claude Robillard Centre every day for his exercise. But what's most surprising is that, for the past 16 years, he's participated in the Tour de l'Île de Montréal and completed the 50 km bicycle course. Add to that the fact that he needs to ride for 10 km to get to the event and another 10 km to get back home, which brings the total to 70 km. That's a real feat for a 91-year-old man.

As a tribute to this faithful friend of the CRAIC, the Honourable Marisa Ferretti Barth, the Board of Directors and the entire staff at the CRAIC dedicate this article to

him and extend their best wishes for a long and happy life. Congratulations, Antonio! ■



New at Santropol Roulant!

By Kateri Décary

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For the start of the fall season, Santropol Roulant Meals on Wheels is offering its colleagues in the Greater Montreal area new online tools that are free and easy to use.

As part of our “Checkup” project, our team has looked under the hood of its internal procedures in order to improve its services and ensure the well-being of our clients, most of whom are seniors.

The three main topics we focused on during our research were nutrition, hygiene and safety, and communication with healthcare professionals who refer clients.

We’d now like to share the results of our “Checkup”. We’ve developed an online reference that offers tools and ideas you can use for your organizations.

Among other things, you’ll find:

- Ways to prepare balanced meals
- Traditional vegetarian recipes
- A flyer for clients, dealing with how to preserve their meals safely

You can access the site at this address: www.miseaupoint.santropolroulant.org



MISE AU POINT

Regard sous le capot d'une popote roulante

The documents can be downloaded and printed, but if you would like to receive the toolkit by mail, contact me at 514-284-9335.

If you have any questions or requests, email me at kateri@santropolroulant.org. I look forward to receiving your questions and comments! ■

Save the date!

Our annual day of sharing, networking and learning will take place on **Friday November 14th** at the Centre Sainte-Catherine d’Alexandrie. A varied programme, a gourmet meal and a few surprises await you... please reserve the date: an official invitation will be sent in October. ■



Attentive participants during the annual day of sharing, networking and learning in 2012.

Nutritious Food at Low Prices!

By Nancy Dumais

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Before going on maternity leave in May 2013, I was lucky enough to attend a very interesting workshop about “10 inexpensive ways to make meals more nutritious”. This workshop, which was part of the PRASAB conference, was given by Ms. Chantal Archambault, a nutritionist and liaison with the Meals on Wheels for the Laval CSSS. For this edition of Food for Thought, I wanted to highlight the main elements of this workshop and share them with you!

Diet is one of the easiest factors for seniors to change in order to have a positive impact on their lives. Food adapted to our clients is nutritious, great-tasting, affordable and easy to chew and swallow. During the workshop, Ms. Archambault explained that seniors may not get their full intake of fibre, folic acid (Vitamin B9), Vitamin D, calcium, potassium and magnesium in their diet. In the paragraphs below, I will suggest ingredients containing these nutrients that will allow you to keep cooking convenient and balanced meals without increasing your grocery bill. Also, during the workshop Ms.



Archambault recommended that we make these changes gradually by introducing one new food at a time.

The first new food: cooked spinach! It can be added to omelets, soups, and lasagna, or it can be steamed for 1 to 2 minutes and served as a side dish. Beets are also recommended, whether grated raw and added to salads or oven-roasted as a side dish. Beets are rich in magnesium, potassium and folic acid. As for potatoes, choose the yellow or purple-skinned varieties, as they contain high levels of antioxidants. Potatoes are also rich in potassium

and are a source of fibre, folic acid and Vitamin C.

People often turn their noses up at tofu, but it can be very tasty when it's seasoned properly. Firm tofu made with calcium sulfate is also a very good source of calcium, magnesium and iron. You can crumble firm tofu with your fingers or a fork and use it to partly replace ground beef in recipes. Silken tofu can be used in stews to add consistency and make them more nutritious.

Bulgur can be used in soups instead of rice or cold salads. If



you add vegetables, bulgur can even be a side dish. It's rich in iron, magnesium and folic acid.

As for dairy products, ricotta is an excellent source of calcium and protein and is very low in sodium,

as opposed to its cousin, cottage cheese. Add it to quiches, lasagna, or even stuffed crepes.

Finally, I couldn't end this article without mentioning legumes. Depending on the variety, they are a source of magnesium, iron

and folic acid. Also, all legumes are rich in fibre. Navy beans are also a source of calcium. Most legumes need to be soaked in water (usually overnight) before cooking. To skip these two steps, you can buy them canned, since they're very affordable and you only need to give them a good rinse. However, make sure that you buy cans that have little added salt or, even better, no salt added! You can add legumes to soups or serve them in cold salads in summer. Lentils can be used, in part or in whole, instead of ground beef in recipes. You can add chick peas to stews and puree them with other ingredients.

I hope some of these ideas have inspired you. Have a great fall! ■

St-Joseph Meals on Wheels visits the VBM



Solange, Nina and Carol from Meals on Wheels St-Joseph visiting the VBM.

Volunteering: Good for the Soul



By Linda Lecavalier

Volunteer at the Centre ABC
Saint-Laurent Meals on Wheels

Following the death of my husband, I wanted to dedicate my time to others. I've been a volunteer at the Centre ABC Saint-Laurent Meals on Wheels for 17 years now. After delivering meals for several years, I'm now in charge of calling all the people registered for this service every week. I take everyone's orders, explain how things work to new customers and also answer their questions.

Since the meals we offer are frozen, it allows customers to take the amount they need, sometimes for several days. On average, I take

100 meal orders per week. Over time, I have learned the amount some customers need as well as their tastes. This also helps me when I am asked for advice on a particular dish.

As a long-time Meals on Wheels volunteer, I've noticed that more people use this service every year. The population in Saint-Laurent is aging, and people often find themselves alone and sometimes in fragile health. Meals on Wheels is an excellent alternative for those who have trouble cooking.

I can also say that all of our customers are very faithful to our service; meals are to their liking, and we always listen to their suggestions.

Since I've been contacting them for a long time, the customers I

call know me very well and wait impatiently for my phone call. I have to point out that our talks don't stop at ordering meals; they're often occasions for them to quickly let me know about a few things in their lives, get news and even tell me about a few small personal issues. They regularly tell me that they find I'm someone who'll listen and give them support that they appreciate very much. Our conversations are true calls between friends in many respects. I get an enormous amount of pleasure knowing how much all of these lovely people appreciate me. When I happen to be away, even if only for a week, they worry about me and tell me how relieved they are when I return. As a volunteer, I can say that it's the greatest reward! ■

Thank You from the Bottom of My Heart!

By Mr. Richard Désautels

Faithful customer of Centre ABC
Saint-Laurent Meals on Wheels

For several years now, I've called upon the services of the Centre ABC Meals on Wheels. I am completely satisfied for several reasons.

First of all, I am particularly thankful for the courtesy that the volunteers who deliver meals to my home have shown me. Not only do they deliver my order, they also always take a few minutes

to chat and make sure that everything's going well with me. Their availability and patience are also very much appreciated: they take the time to listen to me and give me advice.

Punctuality is also a major aspect that pleases me about this service. I can therefore organize my time and other activities around meal deliveries. Due to my advanced age and the fact that I live alone, I can't afford to miss these weekly meetings. In the rare event that I have to cancel a delivery, the Centre ABC is

kind enough to put my order aside so that I can pick it up later. The menus are varied and delicious, and the fact that the meals are frozen is very practical for me: I just heat up the food to my liking, and dinner is served!

Meals on Wheels has done so much for me and is an indispensable service in my life. There are so many people who dedicate all of their energy to provide this service that brings such comfort, and I can't thank them enough. ■



Finally Back!

By Stéphanie Carrasco

Project officer, Volunteer Food
Services, VBM

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After long months of waiting, a beautiful brown envelope arrived in my mailbox on July 4... It was my golden ticket to immigrate to Canada.

Two days after arriving in Montreal on September 2, I once again stepped through the doors of Meals on Wheels to catch up with the whole gang. It was such a pleasure to see all of these familiar faces again, and I have to admit the welcome was everything I'd hoped for.

Even though I'd just arrived, it felt like I'd never left. Now I'm really excited to visit your groups and even take part in deliveries.

It's funny, I had a bit of trouble explaining the concept of Meals on Wheels to people I met in France. Aside from the term "Meals on Wheels" which always made them smile, the idea of volunteers preparing and delivering meals—good, hot, ready-to-eat meals—to seniors experiencing a loss of autonomy is so far removed from the situation in France. In fact, seniors in France are eligible to receive frozen meals delivered by a home service company. I still admire the quality of the service you provide, and always with such generosity and high spirits.

Hope to see you soon! ■

Meals on Wheels Listening to Seniors



Everyone is in a great mood when cooking for Meals on Wheels!

By Saliha Ouarabi

Meals on Wheels Manager for
Entraide Ahuntsic-Nord

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Entraide Ahuntsic-Nord is an organization whose mission is to provide services for seniors over the age of 60. Our services aim to ease the sense of isolation, encourage social integration and offer support.

We offer our Meals on Wheels service 5 days a week, from Monday to Friday. During 2013-2014, we delivered 7,487 hot meals. Ten teams of drivers and servers take turns each week to deliver meals prepared by the professionals of the CHSLD Notre-Dame-de-la-Merci

food services. Thanks to the Meals on Wheels service, our volunteers bring us information about the condition of our seniors, which allows us to follow up properly with social workers and meet the urgent needs of our members. We hear so many touching stories, and it's reassuring to know that there are people who offer their time so graciously.

Here are a few comments from our customers:

“Thank you for being there to give generously of your time, and keep it up.”

“A visit from a Meals on Wheels volunteer is like a little ray of sunshine.”

“Thank you so much for your quick and efficient answer to my request to receive Meals on

Wheels, which you've delivered so graciously.”

“Thank you for your support. I really appreciated the help.”

“For me Meals on Wheels is meeting a new smiling face and the comfort of a hot meal.”

As for me, I've been the Meals on Wheels manager for nearly 5 years, and I still enjoy running this service just as much as ever. I always try to answer requests from seniors quickly and in a positive manner, and I try to respect their restrictions as much as possible. And above all, I try my best to make sure seniors receive good, warm, healthy meals served with a smile by the volunteers who deliver them. ■

A Big Change at C.A.D.R.E. – Échange de Services de LaSalle

By Denis Durocher

Volunteer at C.A.D.R.E. –
Échange de Services de LaSalle

For one year already, we've been at our new premises on Cordner Street in LaSalle. The move wasn't easy. We had to leave our place on Airlie Street in LaSalle and move to our new one office on August 1, 2013. Since work hadn't been completed, we worked alongside employees who were putting finishing touches on painting, carpentry, plumbing, gas, electricity, etc. We also had to find our equipment in storage, which was no easy task.

For Meals on Wheels, we were faced with sizeable problem: the new kitchen wasn't functional and we had to continue with deliveries. We were lucky to find an organization called Les Fourchettes de l'Espoir, who was able to help us out by providing meals for our clients.

Today, we're more comfortable in our new home. We produce a hundred meals two times a week. We have seven Meals on Wheels routes, and the liaison officer is very handy with the fax, because she sends us new full-page references. Without a doubt, the needs in LaSalle are on the rise.

Our way of doing things in our



Young helpers, smiling in the new kitchen.

new premises has changed a lot. We've gone from a small home kitchen to huge gas ovens that allow us to make an impressive number of meals to serve the senior population in LaSalle.

C.A.D.R.E. - Échange de Services de LaSalle is proud to be able to help seniors experiencing a loss of autonomy more efficiently and

helping them stay home longer by providing them convenient meals, companions to take them to doctors' appointments, and also house-keeping services with Logi-Net and la Maisonnette du Sud-Ouest.

This is only the beginning, and we're continuing with our service! ■

Application for financial aid

Number and name of group _____

Name of president _____

Address _____ Telephone _____

Number of volunteers _____ Number of clients _____ Number of meals per week _____

Cost of meal preparation _____ Price charged _____ Current bank balance _____

Amount of aid requested _____ Expenses to be covered by aid _____

Signature _____

Name (please print) _____

Position in group _____

Date _____

Please return to: Central Committee

2015 Drummond Street, Suite 300

Montreal H3G 1W7

Application for GST and TVQ refund

When your group buys any GST or TVQ taxable item, it is entitled to a 50% refund on the tax paid. This is because your group, as part of the Volunteer Bureau's Meals-on-Wheels and Lunch Club network, shares in the benefits of its status as a registered charitable organization. All you have to do is save your cash register receipts, invoices or other proof of having paid the GST and TVQ and send them to the VBM with the coupon below.

The VBM's bookkeeper will take care of your claim and send you the refund to which you're entitled. In some cases, it might be a small amount, but it's your money!

Name and number of group _____

Address _____ Telephone _____

To the Volunteer Bureau of Montreal:

Please find enclosed the originals of our cash register receipts, invoices or other proof of payment indicating a total of \$ _____ paid in GST and TVQ since _____. We certify that all taxable purchases claimed were made for Meals-on-Wheels or Lunch Club purposes.

Please include these payments in your next refund claims to Revenue Canada and the Ministère de Revenu du Québec and forward us the refund to which we are entitled..

Signature _____

Name (please print) _____

Position in group _____

Date _____

Please return to: Central Committee

2015 Drummond Street, Suite 300

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