



Wheels In Motion

1824 Fowler St, Richland WA 99352

(509)735-1911

www.seniorliferesources.org

It's not about us. It's about the people we serve.

Kristi's Update

Annual Client Surveys: Bouquets and Brickbats

Many years ago when I was in college, the library had a bulletin board where people could post notes with comments, and I always loved that they titled the comment/complaint board: "Bouquets and Brickbats." Bouquets were of course the kind and complimentary comments. Brickbats were critical and sometimes insulting comments. As I've been reviewing our annual client surveys, I've found overwhelmingly more bouquets than brickbats, but there are certainly a few critical comments that our staff needs to address.

Definitely the survey questions about most and least favorite meals resulted in the least consensus. Not surprisingly, many meals that are touted as favorites for some clients are listed as least favorites for other clients. Items such as fish and broccoli are particularly polarizing, with many clients expressing strong opinions from both sides. Some people would like more Asian food, and others hope to never see it again.

The most consistent client opinion throughout the survey is that staff and volunteers are excellent. Not a single person reported that the volunteers and staff weren't polite and respectful. I couldn't agree more! Without exception, our staff is hard-working, caring, and focused on serving our clients. And our amazing volunteers accomplish more each day than can be imagined: They help prepare, package, and serve meals. They help clean! They take care of our dining rooms and support our staff. They deliver the meals and keep an eye on our clients. They provide administrative support and serve on our Advisory Council. Meals on Wheels is incomplete without our volunteers, and I feel privileged to work with them and our excellent staff!

Thank you to everyone who took the time to complete the survey and to provide comments, good or bad. I've included the scores for the survey questions on page 5, so please take a look to see how your evaluation compares to the opinions of other clients. And please know that we take complaints and suggestions seriously, and we're already planning how we can improve as we move forward, trying to provide the best service we can. In the next few months, I'll address some of the specific comments and let you know what steps we're taking to remedy issues or incorporate suggestions.

Until then, I hope you all enjoy a wonderful Thanksgiving!

Kristi Thien



In Case Of Inclement Weather:

Listen to local radio & tv stations to see if meals are being served. Announcements will be made on KEPR, KNDU, and KVEW. You may also call the main office at 735-1911 or check our Mid-Columbia Meals on Wheels page on Facebook.

November Closures

Monday, Nov. 12: All meal sites are closed for Veteran's Day
Thursday & Friday, Nov. 22 & 23: All meal sites are closed for Thanksgiving



Volunteer Spotlight... Volunteer Coordinator, Penni Richter

On October 23, we celebrated fall with a Volunteer "Pop-Up" BBQ Open House! It was a great success! We had volunteers from many sites stopping in for a quick hot dog or hamburger and some conversation, or staying a while chatting with fellow volunteers. We were fortunate to have Ken Jean from Food Services of America, our main food supplier, not only donate the food, but also come and BBQ for us! A couple of volunteers commented how nice it was to be able sit down and have a chance to talk with volunteers they had not met before. Some were surprised to reunite with old friends whom they did not know were doing the same volunteering! There were games being played, puzzles to figure out and ... low and behold, we have a magician in our group!! We were entertained by magic tricks that have left several of us still baffled!! A good time was had by all. If you did not get a chance to join in, this is a casual event we will definitely be doing again!



Thank you
to ALL our
wonderful
volunteers!



Welcome New Volunteers!
Thank You for Your Service!

Thank You!

Cafe: Chuck Allen, Diana Allen, Gordon Peludat, Steve Brandt

Kennewick: Robert Ellenberger

Central Kitchen: Dianasti Potes, Judi Bierman, Mike Clayton, Tawni Smith

Meals on Wheels, a program of Senior Life Resources NW, is funded by Aging and Long Term Care of Southeastern Washington, United Way, Prosser UGN, Kennewick CDBG and your donations. This community meals program does not discriminate in providing services on the grounds of race, creed, color, religion, national origin, gender, age, marital status, or the presence of any sensory, mental or physical handicap.

Label Reading

Cyndi Balk, Registered Dietitian

Have you ever looked at a food label and felt as if you're decoding a secret message? Well then hopefully this nutrition article on label reading will help you better understand how to read food labels as well as to help you make better food choices.

1) Serving Size

The first thing to do when looking at a food label is to check the serving size. Just because something is packaged in a small bag or container does not mean it's always one serving. Many times even a small item can contain multiple servings.

2) Check Calories

Food labels are based on a 2000 calorie diet. When we eat over our caloric needs, we gain weight; when we eat less than our caloric needs, we lose weight. Check with your doctor or contact me, your Registered Dietitian, to find out how many calories you need in a day.

3) What to Limit

There are 3 key nutrients in bold letters on a food label that you want to limit: Total Fat, Cholesterol, and Sodium. Make a goal to stay below 100% daily value in these nutrients. Try to avoid saturated and trans fats as much as possible (Example: butter, cream, fried foods). Aim to consume less than 300mg of cholesterol per day. Lastly, limit your sodium intake to 2300mg/day.

4) Get Plenty of These

Try to get 100% of your daily value of Dietary Fiber, Vitamin A, Vitamin C, Calcium and Potassium. However, Vitamin A and C are no longer required to be on the food label. Did you know each meal from Meals on Wheels meets 1/3 of your daily value in Calories, Protein, Fat, Fiber, Vitamin A, Vitamin C and Calcium?

5) Helpful Tip

When looking at %DV (Daily Value), remember that 5% or less is considered low and 20% or more is considered high.

Meals on Wheels strives to provide practical information to help you make healthy lifestyle choices. If you have any questions about your diet, please feel free to call our Registered Dietitian, Cyndi Balk, at (509)735-1911 or email cbalk@seniorliferesources.org.

Nutrition Facts

Serving Size 1/6 of recipe 75g (74 g)

Amount Per Serving	
Calories 208	Calories from Fat 27
% Daily Value*	
Total Fat 3g	5%
Saturated Fat 2g	9%
Trans Fat 0g	
Cholesterol 8mg	3%
Sodium 245mg	10%
Total Carbohydrate 42g	14%
Dietary Fiber 1g	2%
Sugars 26g	

Protein 4g

Vitamin A	2%	Vitamin C	0%
Calcium	4%	Iron	6%

*Percent Daily Values are based on a 2,000 calorie diet. Your daily values may be higher or lower depending on your calorie needs.

©www.NutritionData.com

Home Delivered Shelf Stable Meals

If you receive your meals delivered to your home, during the month of November you will receive a box with shelf stable food items in it. It will be marked clearly "For Use Only if Meals on Wheels is Unable to Deliver Due to Inclement Weather."

Please put the box in your cupboard and save it to use in the event we can't deliver meals due to snow or ice this winter. Each box contains food to provide five emergency meals.



Cooking Demo with Cyndi!

Come join Cyndi, our Registered Dietitian, for a "Healthy Holiday Cooking" demonstration on Tuesday, November 13th, at 1:30 pm in the Cafe. Samples will be provided!

Central Café
1834 Fowler St
Richland, WA



Seim Double the Dollars Challenge

Thanks to generous support, including a \$10,000 donation from a donor who will be announced at a later date, our Double the Dollars Challenge turned into

Triple the Dollars!

Tom and Della Seim generously offered up to \$10,000 in matching funds, and we more than met our mark this year with a grand total of **\$32,074!**

Thank you to all our wonderful donors:

AECOM at WTP
Nancy & Steve Aldrich
Val K. Ballard
Battelle
Tracy & Grant Baynes
Rich & Sevim Burklin
Carol A. Candlen
Nick Castorina
Mildred Childers
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Ron & Susan Kathren
Michael & Cynthia Lawrence
Li-Yin Lin
Bill Mandell
Michael Saran
Tom & Della Seim
Mike & Kristi Thien
John Thomas
David Thrasher
William & Gladys Trzcinski



Lamb Weston Cooking Demo

Many thanks to the Lamb Weston Chefs for another fun, informative, and tasty cooking demonstration! We'll be anxiously awaiting their return early next year.



Holiday Gifts for Home Delivery Clients

The holidays are fast approaching! This time of year really brings out the best in our community. Meals on Wheels is often approached by service organizations wishing to provide gifts for some of our Home Delivered meal clients.

In the next few weeks, home delivery drivers will deliver a Holiday Wish Request with meals. Although we can't promise that your holiday wish list will be selected, our community partners have always helped as much as they are able. Unfortunately, not every Meals on Wheels client will receive a gift.

The Request form asks what items you might hope to receive, and it also contains a release of information so we can provide your name and address to the groups who are shopping for participants. If you'd like to submit a wish list, please complete the form by November 15th and return it to your drivers. We are so grateful to the many organizations who support the seniors in our community!



Good News!

As a result of Benton County recently joining the Council of Governments, Mid-Columbia Meals on Wheels has been informed that we will be receiving a substantial sum of additional funding from Aging and Long Term Care. Funding will be used for client meals in Benton County. We are very grateful to Benton County Commissioners for joining COG!



2018 Annual Survey Results

The tables below show the results of this year's annual client survey. We owe a special thank you to our dedicated volunteer, Sandy Weber, for compiling our results the past several years. It's a huge job that would be greatly delayed without her help. Thank you!

Home Delivered Meals Clients	Yes	No	Unsure
1. Do the meals help you eat healthier and more balanced meals?	93%	3%	4%
2. Do the meals help you eat a better variety of foods?	90%	6%	4%
3. Do the meals taste good?	93%	3%	4%
4. Do the meals look appetizing?	90%	2%	8%
5. Is the hot food hot and the cold food cold?	96%	2%	3%
6. Do the meals help you remain independent & in your own home?	92%	3%	6%
7. Do the home delivered meals reduce your financial burdens?	80%	8%	12%
8. Do you feel more socially connected due to the driver's visit?	86%	6%	8%
9. Does home delivered meal service give you greater peace of mind?	90%	2%	8%
10. Has receiving Meals on Wheels improved your quality of life?	81%	5%	14%
11. Are the volunteers and staff polite and respectful?	99%	0	1%
12. Are you aware that meals are provided on a donation-only basis?	86%	8%	6%

Senior Dining Center Clients	Yes	No	Unsure
1. Do the meals help you eat healthier and more balanced meals?	92%	3%	5%
2. Do the meals help you eat a better variety of foods?	92%	4%	4%
3. Do the meals taste good?	99%	0	1%
4. Do the meals look appetizing?	96%	1%	3%
5. Is the hot food hot and the cold food cold?	95%	2%	3%
6. Do the meals help you remain independent & in your own home?	73%	12%	15%
7. Does eating at the dining center reduce your financial burdens?	74%	13%	13%
8. Is the dining room atmosphere warm and inviting?	92%	1%	7%
9. Does eating at the dining center help you stay socially active?	92%	3%	5%
10. Are the volunteers and staff polite and respectful?	95%	0	5%
11. Are you aware that meals are provided on a donation-only basis?	90%	5%	5%
12. Do you feel you can make your donation in a confidential manner?	84%	6%	10%