

# Heroes of the Pandemic

*On April 19, 2021 Meals on Wheels was declared by the City of Kelowna as the Volunteer Organization of the Year.*

Since February 7, 1969, Meals on Wheels and its volunteers have provided a hot and frozen meal delivery service six days a week. When the pandemic was declared in March 2020 our volunteers, despite potential serious personal risk and in their spirit of compassion and generosity, continued without fail to ensure our clients received the much-needed nutritious meals.

One of the biggest challenges was establishing protocols that would ensure the safety of our clients, our volunteers and staff. Anticipating the potential health threat, we created and enacted protocols two weeks before the pandemic was officially declared by the government and updated them as new information was provided. Though little was understood regarding the potential danger of this new virus, the volunteers willingly agreed to continue with business as usual with the necessary precautions of the protocols. Happily we declare that due to the commitment and discipline of our volunteers, staff and clients there were no negative impacts to date. The demand for our program doubled during the past year and our food provider Beet's N Boo's Bistro & Catering fulfilled the increase without hesitation. We also increased our routes and our



*Brian Fleeton, Volunteer,  
delivering to Lionel Wheeler, who will be  
100 years old in 2022*

number of volunteers. There were no delays or missed deliveries. The food is nutritious, delicious and is well received.

The volunteers are dependable and regardless of weather or personal circumstance, complete their deliveries in a kind, patient, and cheerful manner. Our volunteers love what they do & go above and beyond, checking to ensure clients are ok.

In one instance, a client had fallen and our volunteer helped him back on his feet.

In another, a pot had boiled over on a stove and the volunteer cleaned up and cleared out the smoke in the home. If unable to connect with the client, the volunteers are required to call the Manager who in turn calls a family member to ensure all is ok with the client. This is much appreciated by friends and families of clients.

Meals on Wheels, governed by a volunteer & conscientious Board of Directors, is a caring & dependable registered charity. Our volunteers are truly Heroes of the Pandemic. They cheerfully do whatever it takes.

**Marion Bremner**, Manager, Meals on Wheels  
250-763-2424: [www.mow-online.com](http://www.mow-online.com)  
Registered Charity #883613119RR0001

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