

# THE MEAL TIMES

Newsletter of Meals On Wheels Central Texas

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2020



MOWCTX team members Andie Duong (right) and Sonia Rodriguez load boxes of shelf-stable meals into a volunteer's car.

## PROVIDING CARE AND COMFORT DURING THE COVID-19 PANDEMIC

Thanks to the hard work of our dedicated staff and volunteers - and the ongoing generosity of donors just like you - Meals on Wheels Central Texas continues to deliver life-sustaining services to vulnerable homebound older adults during the COVID-19 outbreak.

MOWCTX has been deemed an essential service provider under all local stay-at-home orders because local leaders recognize the community value of our mission and realize the people we serve need us now more than ever.

Of course, the coronavirus has dramatically altered, at least temporarily, the ways in which we deliver those services to our clients. What hasn't changed is our commitment to nourish and enrich the lives of those we serve. Here's a quick update, by program, of how our agency is dealing with the pandemic. But first, please note this issue of The Meal Times went to press on May 1, a week before the current stay-at-home orders were set to expire. So our protocols may have changed depending on whether or not city and county leaders decided to extend the orders beyond May 8. You can visit us online at [mealsonwheelscentraltexas.org](http://mealsonwheelscentraltexas.org) to find the very latest updates.

**MEALS ON WHEELS** In an effort to protect the health of our clients and volunteers, we have temporarily suspended daily meal deliveries, while stay-at-home orders are in effect, and replaced them with a two-week supply of meals every other week. Our delivery schedule ensures clients don't run out of food before the next round of meals is delivered. Just as importantly, volunteers have been instructed on how to safely deliver meals while also exercising social distancing.

**IN-HOME CARE** Meals on Wheels Central Texas In-Home Care continues to provide essential in-home care services to help our clients remain safe in their home. Our caregivers are trained to comply with all required health and safety precautions, and pre-screen themselves and the clients they serve for symptoms of COVID-19 and other illnesses prior to delivering these services.

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## PROVIDING CARE AND COMFORT DURING THE COVID-19 PANDEMIC CONTINUED...

**CASE MANAGEMENT** While delivering two weeks of food every other week reduces the risk of COVID-19 for both clients and volunteers, it also means clients miss that daily interaction with the person bringing their lunch every weekday. That's why our dedicated Client Services team is spending hours on the phone each day, calling the nearly 3,000 homebound older Central Texans we serve, checking on them, assessing their needs and easing their concerns. At the same time, we are also bringing back our "Care Calls" program which provides clients with reassuring phone calls from friendly volunteers in order to reduce feelings of loneliness and isolation.

**HOME REPAIR** Our Home Repair program continues to repair the exteriors of clients' houses and perform emergency interior repairs. Work crews are completing projects while also adhering to social distancing guidelines.

**SENIOR CENTERS** Although all local Senior Centers are temporarily closed due to the pandemic, we continue to nourish and enrich the lives of program participants by offering curbside meal distribution at the sites every two weeks. Clients not only receive a two-week supply of lunches, they also take home an activity packet that contains games, puzzles, etc.

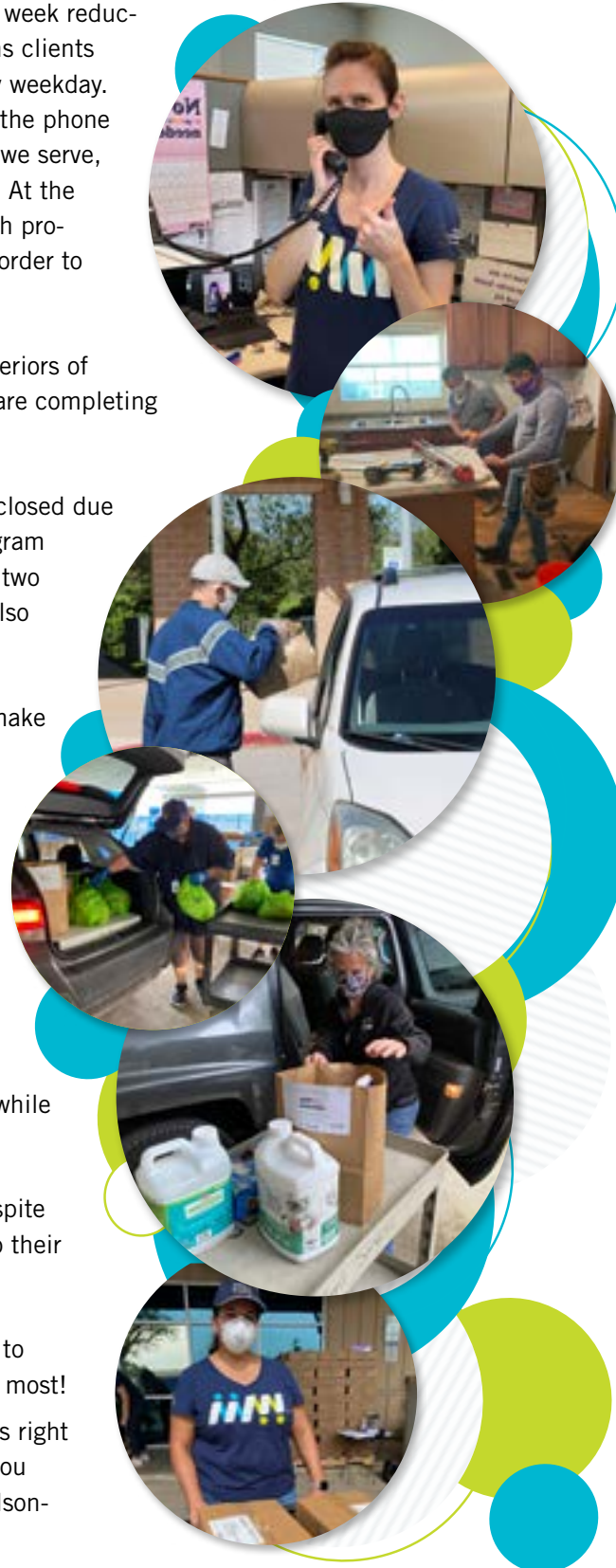
**GROCERIES TO GO** Dedicated Grocery to Go volunteers continue to make trips to the grocery store for our clients in this program while also adhering to health and safety protocols.

**HOPE** HOPE (Healthy Options Program for the Elderly) clients are still receiving monthly supplies of shelf stable groceries delivered by wonderful volunteers who take every precaution to protect the health of the clients and themselves.

**PALS** Thanks to the hard work of our PALS (Pets Assisting the Lives of Seniors) volunteers, our clients' beloved dogs and cats are still getting monthly supplies of pet food. These drop-offs are also done while adhering to health and safety protocols.

**MIKE'S PLACE** Although Mike's Place has temporarily suspended respite care, we are providing participants with nutritious meals delivered to their home and staying in touch by phone with their caregivers.

**HOW YOU CAN HELP** Your continued support of our cause allows us to help our most vulnerable neighbors at a time when they need us the most! Because we are unable to accept new volunteers or in-kind donations right now, the best way to support our mission is with a donation, which you can easily make by going to the Donations page of our website: [meals-on-wheelscentraltexas.org](http://meals-on-wheelscentraltexas.org)



# THANK YOU!

**All Together ATX**  
for supporting emergency COVID-19 meals

**Aragona Family Foundation**  
for supporting emergency COVID-19 efforts

**Brown Distributing Company**  
for supporting emergency COVID-19 efforts

**Easy Tiger** for supporting emergency COVID-19 meals

**Entercom Austin** for supporting emergency COVID-19 efforts

**H-E-B** for supporting emergency COVID-19 meals

**Glimmer of Hope Austin**  
for supporting emergency COVID-19 efforts

**Great Harvest Austin** for supporting emergency COVID-19 meals

**Planet K** for supporting emergency COVID-19 efforts

**The Bank of America Charitable Foundation** for supporting emergency COVID-19 meals

**The Herman Family** for supporting emergency COVID-19 efforts

**Texas Mutual Insurance Company**  
for supporting emergency COVID-19 efforts

**The Moody Foundation**  
for supporting emergency COVID-19 meals

**Tito's Handmade Vodka**  
for supporting emergency COVID-19 efforts

**Veterans United Foundation**  
for supporting emergency COVID-19 meals

**3M Austin Center** for supporting emergency COVID-19 meals

**Adam's Canopy Service** for supporting emergency COVID-19 efforts

**Carl C. Anderson, Sr. & Marie Jo Anderson Charitable Foundation**  
for supporting Meals on Wheels Central Texas

**Charles H. Phipps Family Foundation** for supporting Meals on Wheels Central Texas

**Donald D. Hammill Foundation**  
for supporting Meals on Wheels, Mike's Place, and In-Home Care

**ECG Foundation**  
for supporting Meals on Wheels

**Finn Family Foundation**  
for supporting Breakfast Meals

**Georgetown Health Foundation**  
for supporting Meals on Wheels Central Texas

**J.D. Abrams Foundation**  
for supporting PALS

**Leo & Peggy Pierce Foundation**  
for supporting Meals on Wheels Central Texas

**Meals on Wheels America**  
for supporting Home Repair

**Roy F. & Joann Cole Mitte Foundation** for supporting Meals on Wheels

**St. David's Foundation**  
for supporting Meals on Wheels Central Texas

**Strake Foundation**  
for supporting Breakfast Meals

**TEGNA Foundation**  
for supporting Groceries to Go

**The Harry E. and Edna L. Montandon Charitable Trust**  
for supporting Meals on Wheels

**The Home Depot Foundation**  
for supporting Home Repair

**Theodore P. Davis Charitable Trust**  
for supporting Meals on Wheels Central Texas

**TMF Health Quality Institute**  
for supporting Meals on Wheels

**Topfer Family Foundation**  
for supporting Meals on Wheels

**WellMed Charitable Foundation**  
for supporting Meals on Wheels

**Wells Fargo**  
for supporting Meals on Wheels

## HOW MOWCTX HELPS FLATTEN THE COVID-19 CURVE



While we continue to deliver nutritious meals and other services during the coronavirus pandemic, the safety of our clients, volunteers and employees is paramount. That's why we have taken several steps to help break the chain of infection in order to protect their health and wellbeing.

Those measures include:

- Reducing the number of delivery days, while also increasing the number of meals delivered at a time, in order to diminish the possibility of exposure for our clients, volunteers and staff.
- Keeping MOWCTX team members informed of best practices to achieve COVID-19 mitigation and giving them the resources to do so. All employees, with the exception of essential on-site staff, are currently working from home.
- Providing masks and hand sanitizer to all employees, promoting and monitoring hand hygiene and social distancing during delivery times, and no longer requiring volunteers to leave their cars when picking up meal deliveries.

CDC and Texas Department of State Health Services guidelines are continually changing and updated as more is known about the transmission of COVID-19; and MOWCTX is monitoring those changes and modifying our protocols to comply with federal, state and local government recommendations and requirements.

Stay safe, flatten the curve!



## MOWCTX EARNS TOP AWARD FOR FISCAL TRANSPARENCY!

GuideStar, the world's largest source of information on nonprofit organizations, awarded MOWCTX with a 2019 Platinum Seal of Transparency, the highest level possible!

When you donate to us, you can rest assured your generous contribution will be used in a fiscally responsible and transparent manner to help our homebound older neighbors in need!

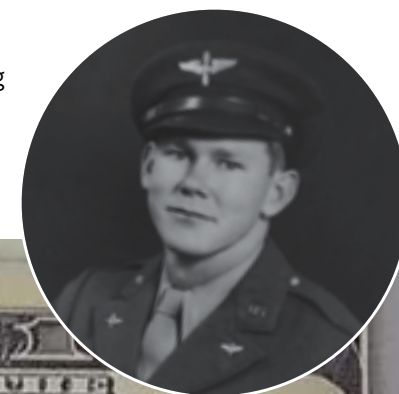
## MALCOLM "MICKEY" CALDWELL'S 100<sup>TH</sup> BIRTHDAY

At 100 years old, WWII veteran Malcolm "Mickey" Caldwell has survived depressions, recessions and a world war. These days, he's bound and determined to get through a global pandemic unscathed.

The COVID-19 outbreak forced Mr. Caldwell to change the manner in which he celebrated hitting the century mark recently. Instead of a birthday party, he decided to commemorate the big occasion in a socially responsible way – by practicing and encouraging social distancing. So, on his birthday in early April, he sat outside his South Austin home and waved to well-wishers as they drove by in their cars.

Our services help Mr. Caldwell age in place with dignity in the house he and his late wife, Bernice, bought nearly 40 years ago. He's grateful for the continued support he receives from Meals on Wheels Central Texas during these unsettling times - "It's a lifesaver, I really appreciate it. It's a bright spot in your life when someone knocks on your door."

"This is the most difficult time the world has ever seen," he says of the coronavirus threat. That's why he appreciates the care and safety precautions our volunteers employ when delivering his meals. He also grateful for the dedication shown by our wonderful volunteers in the middle of a pandemic and commends them for thinking of others. He says "it's important for all of us to remember that we're not the most important person in the world. You can't live for yourself. If you do, you're missing the opportunities in life that God put you here for. The real pleasure in life is doing for other people. They don't have to say thank you, but it sure helps!"



MOWCTX client Malcolm Caldwell practiced social distancing on his 100th birthday; he sat in his driveway and waved to well-wishers as they drove by his South Austin home. Pictured (top right) Mr. Caldwell served in the Army Air Corps during World War II.

# VOLUNTEERS GO ABOVE AND BEYOND TO KEEP SENIORS NOURISHED!

If you ever need living proof of the adage “not all superheroes wear capes”, look no further than our amazingly dedicated volunteers!

They continue to be life savers during the COVID-19 outbreak, delivering food and other vital services to the thousands of vulnerable homebound older Central Texans we serve. Donning masks and practicing social distancing and other precautionary measures, these selfless individuals have rallied to the cause of keeping our elders healthy and safe during these unsettling times.

We recently asked a few of these superheroes what keeps them volunteering in the middle of a pandemic. Here's what they had to say (note - date in parentheses is the year they began volunteering with us):



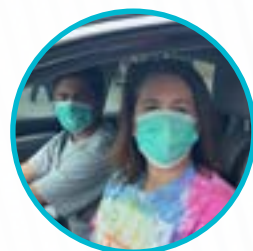
**MARK MOLCHEN (1998)**

“I feel bad that people are alone and isolated, not by their choice. They need food and some encouragement.”



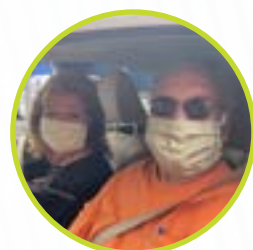
**JONATHAN RICHEY (2013)**

“I know people need food more than ever right now and we're just trying to do anything we can to help and do our part. We appreciate what Meals on Wheels is and what they do for the community and we're proud to be a part of it.”



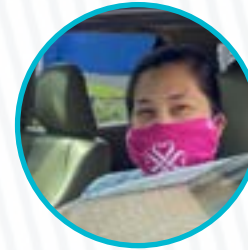
**JESSICA LAUTERJUNG (2017)**

“I'm just trying to find a way to do my part and help people. It's hard to do when you're just with your family at home. So this was one way that there was an opportunity to get out and do God's work.”



**LARRY KOCH (2016) & BEVERLY DARILEK (2016)**

“We're just accustomed to helping. We like to get out and do this.”



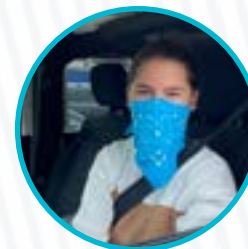
**SUNEE CONLY (2020)**

“I figure it's more important than ever and I have a lot of free time on my hands.”



**LISA BAKER (2018)**

“Because there's a real need in the community.”



**ABBY WINKLER (2019)**

“I grew up with grandparents who received Meals on Wheels. So it's very close to my heart. Especially in this time, I think it's important for me to make sure that people in Austin are all receiving their meals.”



**JESSICA MCCARTHY (2006)**

“I'm able bodied, I can get out of the house. We need to provide support to locals who are homebound. I know it's a cliché right now, but we're all in this together.”



**JOHN ANDERSON (2000)**

“I've been doing this a long time and I know how these people depend on the food.”

On behalf of the 5,000 homebound older Central Texans we serve every year, THANK YOU, MOWCTX VOLUNTEERS! We literally could not do it with you!

## ADAM'S CORNER



Dear Friends,

Social distancing, n95 masks, Zoom meetings, and the paucity of particular paper products – life in the middle of a pandemic has undoubtedly ushered in a different kind of existence as we physically isolate ourselves.

But isolation is nothing new for many of the homebound seniors we serve. In the best of times, the only person they may see on any given day is our dedicated volunteer delivering a nutritious meal, a friendly visit and a safety check.

And while we have temporarily altered our delivery protocols due to the coronavirus, we continue to nourish and enrich the lives of those we serve. Thanks to your unwavering support, we are still delivering meals and other vital services to our clients. We simply could not do so without your help and that of our incredible volunteers and intrepid staff.

Your commitment to our cause also means we can continue to offer individual case management—now more important than ever—to our seniors in need. During the pandemic, our Client Services team is on the phone every day, calling the nearly 3,000 older adults we serve, ensuring they're okay, making certain their needs are met, and letting them know that we are there for them when they need us most.

None of this would be possible without you. And your support of our mission has never been more vital. Demand for our services has risen dramatically over the past month, a trend we expect to continue as this crisis stretches into the foreseeable future. With your help, though, we can continue to feed our older neighbors in need and let them know that in spite of the pandemic, they have not been forgotten by their community. Thank you for all that you do!

Yours in Service,

Adam I. Hauser

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