



Spokes

The quarterly newsletter for TLC Meals on Wheels
 Spring 2011 ▶ (303)798-7642 ▶ www.TLCMealsOnWheels.org

From the Executive Director

Transactional and *Relational* are buzzwords among business associates. A business transaction is a short-term exchange of a product or service. A business relationship is a longer-term connection between two parties. To endure, a relationship must embody mutual trust and respect, qualities that grow over time.

The connection between volunteer drivers who deliver hot lunches, groceries, and pet food for TLC Meals on Wheels and those who receive these items, starts with believing the exchange will not jeopardize the safety of either party, and that each will respect the dignity of the other. While we have taken such basic trust for granted, 76 percent of meals on wheels programs perform a background check on volunteers who enter their clients' homes. We may soon introduce this policy, not because we have ever had a problem, but to strengthen the trust placed in our volunteers.

The transaction between volunteers and meal recipients often makes it possible to develop a more personal relationship. Oftensay, "Meal delivery is just the starting point of what we do." Many of our clients ask about a specific driver if that person doesn't show up on his or her assigned day. Equally, volunteers ask our staff about any client who has disappeared from a delivery route. From recognition, to acquaintanceship,

(continued)



Fundraiser Best Yet

The Fifth Annual TLC Meals on Wheels Theater Night on April 12th at Littleton's Town Hall Arts Center earned nearly \$19,500 after expenses—thanks to the generous event sponsors whose logos appear above; the numerous in-kind sponsors who contributed hors d'oeuvres, desserts, and tablecloths; those who donated raffle prizes; and all who bought tickets for the event. Tickets sold out 12 days in advance! TLC Meals on Wheels is grateful to each person who attended, to those who participated in the first-ever raffle, and to volunteers who donated their time to prepare for and carry out the event. Lorie Schlomann, who chaired the event planning committee, deserves special appreciation.



In addition to the event sponsors, the following businesses contributed goods and services toward the success of this fundraiser: Safari Gourmet Food, Creative Touch Video, AlphaGraphics of Aurora, The Rav House Homemade Gourmet, Old Mill Brewery and Grill, Opus Restaurant, Wild Ginger Restaurant, Romano's Italian Restaurant, Edible Arrangements, Bar Louie, Cakes Amore, Teacup Fine Baked

Goods and Confections, Pasquinis Pizzeria, Zengo Denver, Elway's Restaurant, Butler Rents, Rocky Mountain Bottled Water, Douglas Hill Wine, Antares Wine Company, Miller-Coors, and Town Hall Arts Center.

Beyond these contributors, the following provided raffle prizes: Arapahoe Community College, Murphy Creek Golf, Bacco Trattoria, 24-Hour Fitness, South Suburban Golf Course, Beau Visage, Maggiano's, Dr. Meg Lemon, Red Lobster, Hudson Gardens Event Center, Sonoda's, Culinary Connections, Suds Factory Car Wash, Raccoon Creek Golf Course and Restaurant, Sipping n' Painting, The Denver Nuggets, FirstBank, and Town Hall Arts Center.

Grocery Deliveries Connect Community with Service



Volunteers who may not be available on weekdays, particularly students, have responded eagerly to a new opportunity for community service with TLC Meals on Wheels. Many of the clients who receive a hot lunch on weekdays are also given a couple of sacks of non-perishable groceries at least monthly. This service resulted from the enormous donation from the Whole Foods Market in the Streets at SouthGlenn.

Summit Ridge Middle School, Columbine High, and Arapahoe High have sent entire athletic teams to bring food, bag it, and deliver it. Hudson Gardens held a food drive and brought a van load of groceries. Mothers and daughters from the Rocky Mountain Chapter of the National Charity League have stepped forth month after month to deliver groceries.

From the Executive Director *(continued)*

to interest, to concern, to genuine caring, relationships grow stronger and deeper over time.

With the addition of Diane McClymonds as Director of Operations on our staff, my function as Executive Director will place more emphasis on cultivating relationships that broaden the base of support for TLC Meals on Wheels.

Approaching this task, I see the need to balance its transactional and relational dimensions. Entering every conversation as if trying to close a sale would, in the long run, be counterproductive. At the same time, it would be a poor investment of the organization's resources for me merely to enjoy friendly conversations that never result in any new clients, volunteers, or donations.

I'm looking forward to this shift in my priorities and to developing strong, durable relationships with those who share the commitment of TLC Meals on Wheels to drive away physical and emotional hunger in our community.

– *Phil Miller*

The mission of TLC Meals on Wheels is to enrich the lives of seniors and others by providing nutritious meals and services that promote dignity, well-being and independence.

Staff Changes

Diane McClymonds, a former president of the TLC Meals on Wheels Board of Directors, has been named Director of Operations, a part-time position. She began work on April 18th and will coordinate daily activities and volunteer schedules. Stephen Madden has been the kitchen's dishwasher since the first of the year. After two and a half years on our staff, Debbie Urtz left her position as Administrative Assistant on April 14th and sends this word: "I would like to take this opportunity to personally thank each of you, for providing me the opportunity to work with all of you, during my many years served, as both a volunteer and employee of TLC Meals on Wheels. My experience with TLC, has touched my heart in ways that I still don't even fully understand, so I thank you for this."



Phil Miller Honored with Nomination

The South Metro Denver Chamber of Commerce honored TLC Meals on Wheels Executive Director Phil Miller as one of fifteen nominees for the Brian Vogt Community Leader of the Year award

Ordinary People (Unless You're a Sports Fan)

Who delivers lunches and groceries for TLC Meals on Wheels? All kinds of good-hearted volunteers — including a retired NFL coach, the father of a Broncos vice-president, the wife of a Broncos coach, and the daughter-in-law and grandson of an NBA team president.

Jackson National Community Fund Grant

For the first time, TLC Meals on Wheels has won a grant of \$2,500 from the Jackson National Community Fund. The JNCF awards grants in Lansing, Michigan; Denver, Colorado; Chicago, Illinois; and Nashville, Tennessee. Corporate donations and sponsorships are directed to community enrichment programs, institutions of higher learning and charitable organizations, with a particular focus on organizations, programs and events dedicated to enhancing the lives of children and the elderly

March for Meals

Mayor Cathy Noon of Centennial, Mayor Jim Woodward of Englewood, and Mayor Doug Clark of Littleton each accompanied volunteers on delivery routes in their respective communities for the second year in a row on "Mayors for Meals" day in March. In addition, Littleton City Council member Amy Conklin began serving as a weekly volunteer driver. During the month's special emphasis on raising community awareness of the need to drive away senior hunger, Phil Miller was a guest on the Experience Pros Radio Show and had public service announcements on the radio.

Monday Club of Bow Mar Support

A long-time, strong supporter of TLC Meals on Wheels, the Monday Club of Bow Mar is a service organization that takes total responsibility every weekday of every month for Route 2 deliveries. The members of this organization go out of their way to meet special needs of those they visit. In addition, the club holds a great garage sale as a fall fundraiser and devotes a large share of the proceeds to TLC Meals on Wheels. We recently received a contribution of \$5,000 from this organization. Thank you, friends!

A healthy diet can reduce the risk of major chronic diseases such as heart disease, diabetes, osteoporosis, and some cancers.

— U.S. Dept. of Health and Human Services

Movie Quote

"You know how to whistle, don't you, Steve? You just put your lips together and blow"

— **Lauren Bacall**
To Have and Have Not, 1944

