

## Transcript of the recorded phone call between Leah Dyck and Mary-Anne Denny-Lusk on April 26, 2022:

**Leah:** Hello

**Mary-Anne:** Hi Leah, it's Mary-Anne, how are you?

**Leah:** I'm good, how are you doing?

**Mary-Anne:** I'm good, that was a little while to click that in didn't it.

**Leah:** Yeah, I haven't used the app in a while. I used to use it a lot when I did interviews hockey players.

**Mary-Anne:** Yeah, that would make sense. Okay, so, umm, I was just getting caught up with your email, and I just want to know if you want to start the conversation and where you want to start. There's a lot there to talk about.

**Leah:** Well, I don't think - like, the only thing I wanted to know was, will I get the money because the thing I care about most right now is the fact that I don't have a car right now, umm, and I'm so angry that you guys are trying to figure out if you're going to give it back or just keep it as a credit, umm, so I don't know - like, it's going to get me really upset if you just say, like, all this bad news...

1:04

**Mary-Anne:** No, no, no, no. So, as I'm talking with Soula as well, so the credit is yours. Absolutely we'll pay it back. So the issue we had with the balance was just because ODSP was paying some of it as well. We- if there's a double payment from ODSP, we just need to see if they want us to return that money back to them, or if we can give it to you. That's all. But there is a large credit and a significant portion we can absolutely release before we even talk about that; the ODSP piece.

**Leah:** Okay.

What happened to the rest? Do I still have a credit?

**Mary-Anne:** Mhmm.

**Leah:** I still don't know how much my fix will be, or if its even fixable, and if it's not even fixable, there's a chance my engine my just be shot and I can't even fix it, and if that's the case, then I like, I can't buy a car no matter what, so, and maybe the fix is only

\$500; maybe it's \$700, and that's all I would need, and then the rest can just stay on as a credit, although I do have other bills, like, my hydro bill's at like, four-or five hundred. Then my - so, there's other bills that I could use it for - the only thing I really care about is the car...

**Mary-Anne:** Yup...

**Leah:** And also, it bothers me, like, I did ask Adele, umm, specifically, in one of my emails, which I could pull up if I wanted to look for it, about this because I was wondering, like, I know I was being overcharged and then I was getting the money from the pension plan people and I have to now pay them back; I think it's like thirty-thousand-dollars, and I asked her, like, will you guys like, take that into consideration like you were charging me based on the money from ODSP plus the pension plan people and now I've owe all this money back to them - will you guys like, reduce the -and she didn't even respond.

**Mary-Anne:** Umm. So when were we overcharging I'm just kind of looking I've got your ledger here back to 2017 so when was that an issue because I'm seeing your rent was-it's \$152 right now right?

**Leah:** Yes. I'd have to pull up my emails but I was getting, umm, income from the disability pension plan people. It was like \$900 a month, umm. That stopped a while ago. I don't know exactly when I'd have to look it up, but there was a period of time where I was receiving income from them plus ODSP, and I'm not entitled to both at the same time, it's one or the other. So now I owe, umm, the pension plan people all everything, like everything back in the last, I don't know, two years after they stopped. And when they told me this, like, I had to freak out.

**Mary-Anne:** I would too, for sure.

**Leah:** Especially because they're like, you're fine to work. And they just got another diagnosis from my doctor that same night bipolar. And yeah, anyways, so it's fine, oh well, I have to pay it all back. But it's just upsetting that I asked; I asked Adele, and I asked, what's her name? Christell, or Christine. I don't know what it is.

**Mary-Anne:** Crystal? Chrystal's in charge of [inaudible].

**Leah:** Yep. So and I asked her, and both of them ignored me. And then I'm actually surprised Soula even said to me that I have a credit. And it wasn't until I had to screenshot that from her to Christell or Christine saying, okay, what is it? Like she said, I have a credit, like what is it? And everyone just kept ignoring me. And so I assume you guys probably would do this to every other person who asks.

**Mary-Anne:** Oh, no, any credit we have, we usually pay out. That's why I'm surprised it's sitting here.

**Leah:** I'm not surprised at all.

**Mary-Anne:** No, that makes me sort of sad.

**Leah:** And I, I admit that you have always seemed concerned. And, and you don't want me to go around saying bad things about your organization. But everything I'm saying is true. I am not lying about anything the way that your staff, and not Soula, she's actually been very nice. But Adele and Karen, and I can't remember any other names off the top of my head, they treat us like absolute shit and this is not like I'm not the only one that thinks this. Anybody else here says the exact same thing. And if you had any idea what it feels like to work all the time and still not get paid enough to eat and to have it go on for this long, you like my survival is literally at risk. Two years ago, my neighbours on both sides of me died six months apart and one was in her 40s. And it's because that's what happens when you live off nothing and not enough for this long. I'm sure there was other complications with them. The one lady I think on my right had like a lung problem. But years of not having enough, the wear and tear on your body, it kills you. And I'm terrified that I'm going to die when I'm in my sixties because I can't get a job and nobody seems to give a shit that me and my daughter are starving on a daily basis. You have no idea how like I submitted my application for charitable status in May 2021 and it still hasn't even gone through the screening process.

**Mary-Anne:** It hasn't [inaudible] at all?

**Leah:** No. They haven't - they've reviewed some of it and gave me a list of things, umm, like, they wanted a progress report. They sent me, umm, an email in January saying can you send us all the activities you have done since May. And so I did that and I haven't heard from them and I did that and I sent that to them on March seventh.

**Mary-Anne:** Wow.

**Leah:** Yeah. And so I can't apply for any funding, at all, unless I get charitable status. No organization in Barrie will let me use their charitable status number just to temporarily, like I said to the food bank who've actually been pretty supportive and they let me use their charitable status to receive the Rona money which was three-thousand-dollars at Christmas. But I was like can I apply for a grant with your charitable status and if I get the grant we'll use that money for my program just for like the first year to get it started. No. And the reason is because they don't want to enable people to continue being lazy. They want to motivate people to get a job. And I'm looking at the people here on the first floor who have wheelchairs and have literally one leg, it's like how are they supposed to do that?

**Mary-Anne:** Mhmm.

**Leah:** And I know that they have no money either. So I just, everywhere I go I'm getting told no. In fact, the store manager at Barrie Rona, he ended up getting fired because he tried so hard to make sure I couldn't get the money. The only reason I even got it is because the VP of public affairs in Quebec was rooting for me and advocating for me to get this money.

**Mary-Anne:** You never had the charitable status for the food bank?

**Leah:** Yeah, yeah.

**Mary-Anne:** Wow.

**Leah:** Because I wrote a blog post on how I had to shut down. One of the store managers there was like so now that you're shut down what are you going to do with the money, I'm like, the weekly delivery program was shut down, I'm still doing the Christmas thing.

**Mary-Anne:** Mm -hmm.

**Leah:** And then the Easter thing.

**Mary-Anne:** I know Adele mentioned to me that you were using the community room for the Easter stuff too.

**Leah:** Yeah, and that was also really successful. I got 50; so 50 people donated money to pay for fifty meal boxes which included a chicken, a whole bunch of sides, desserts, it was well over a hundred dollars worth of food, sold them for 45 bucks, plus I got \$2,000 worth of candy and kids toys and I made 62 Easter baskets with that which was to include with the meal boxes. So I'm actually pretty okay at doing that but I- in order to rent out a space I need like at least twenty - \$25,000 for 12 months. I'm not that good.

**Mary-Anne:** Finding the space in Barrie is so hard right now too [inaudible].

**Leah:** I know and so I talked to this like the main city planner with the city of Barrie in an email and I said I need I need funding. I listed all these programs that I thought that I could be eligible for and there she came up with an excuse for every one, why I'm not and anyways she got me connected with a business guy with the City of Barrie, a business development guy, which I just spoke with him, and we're going to work on my sponsorship package for an event in February 2023, but Barrie Nissan's already agreed to be the title sponsor for \$10,000, which I'm super excited about.

**Mary-Anne:** Awe that's awesome.

**Leah:** Yeah, the event's going to cost \$20,000, to put on, so I need more sponsors, and so we're going to work on that, and I'm going to shut it down in August, but I'm super committed and determined to make this happen, and literally every time somebody turns me down or tries to stop me, it just fuels my fury even more. And definitely I, yeah, and I, I'm learning, like, I have PTSD, and my hippo, my hippo, what's it called, campus, my hippo campus, and my brain is shrunk, and I can't regulate my emotions, that's why I act the way I act, like I'm not normal, I know that, but it's because I've gone through so much trauma in my life, so I realized that this, like, my reaction, my email's not a normal email, it's not at all normal, but I can't help it, I literally can't help it, this is what happens to people when they get abused for as long as I've been abused.

**Mary-Anne:** Well, and you're going through a lot right now, too, like you said, you don't have a vehicle, and you have a daughter, it's hard.

**Leah:** Yeah.

**Mary-Anne:** Right, so it's compounding one thing after another, and eventually it just sort of came out in this email, and I'm on the phone to help deal with it, and hopefully

we can figure out a plan for you. Umm, so I've asked Soula to provide me some support on the credit, we do have a check run coming next week.

**Leah:** Okay.

**Mary-Anne:** So what I'll do is, we'll figure out this credit for you. I will give you a call back once we have a firm number, and we can have a cheque ready for you probably towards the end of next week, that's the earliest I could get it for you.

**Leah:** That's totally fine, umm, my mechanic is actually one of my volunteer's ex-husbands, ugh, sorry, ex-husband, and he's willing to do like fix it now, I'll pay it then kinda thing, I'm just wondering, I'm just waiting to find out if it's even fixable. Umm, would you, would it be best if I, like you should hopefully call me today with how much like ballpark range it's going to cost. Should I call, ugh, send you an email with how much, like I don't, I don't think I need the full amount.

**Mary-Anne:** Well like, here's my thing, like-

**Leah:** Oh, okay.

**Mary-Anne:** Is ODSP continuing to pay, I saw the letter saying that ODSP was stopping your payment. Is that-

**Leah:** Oh, yeah, they're going to continue.

**Mary-Anne:** I asked them what that was about.

**Leah:** Yeah they are, there was no reason for that and Ryan's normally like really good and he's like so, I called him and I'm like so um like do I need to report every month that I don't work still and he's like no no. I'm like, okay, why did you do this. He's like, you need to submit your record of employment. I'm like, I did. He's like, oh okay. I'll take it off hold. Okay.

**Mary-Anne:** Yeah, it's nice to get that letter and scare the crap out of you and then it'd be like nothing.

**Leah:** know right. I know.

**Mary-Anne:** ODSP is paying your full rent? So what I'm seeing is I see you making a payment and ODSP making a payment. Are you making a payment as well?

**Leah:** To, to who?

**Mary-Anne:** For your rent. Are you making monthly payments to Barrie Housing for your rent of \$152?

**Leah:** Yeah, I was but I wasn't going to just because of the credit but should I should I keep doing it though?

**Mary-Anne:** No because ODSP is paying your full rent you don't know what's anything in rent anymore. ODSP is covering your whole \$152 in rent.

**Leah:** So they pay you directly?

How many other tenants are still paying rent because no one bothered to tell them ODSP was paying their rent directly?

**Mary-Anne:** Yes.

**Leah:** I had no idea.

**Mary-Anne:** Yes, so that's where a lot of this credit's coming from. Since they started paying in October, you've also been paying. Yes. Did they tell you how much your credit is right now?

**Leah:** No. Well Soula told me yesterday the day before it was \$2,600.

12:48


**Mary-Anne:** Yes. So I can actually, if like, when we do our calculations, because I'm assuming that this is all you making overpayments because if you're double paying on your rent we owe that money back to you not to ODSP.

**Leah:** So that's why it's so high.

**Mary-Anne:** Mhmm.

**Leah:** okay, because I was kind of thinking like, that's really high even for the explanation I got, but yeah, okay.

Whatever document she's looking at to see that my payments are coming from BMO, is the document we need them to hand over.



13:06

**Mary-Anne:** Yeah so you've been paying it because I see your bank of Montreal, right? And I see the BMO payments come in and the ODSP payments came in, so you can stop, you don't need to pay us unless ODSP stops.

**Leah:** Okay, okay and I told Ryan when I talked to him last week I am not planning to get a job because my mental health; I just can't take it.

**Mary-Anne:** Okay.

**Leah:** Yeah, which is unfortunate but my long-term, my long-term plan is when I get funding I'll pay for I'll get a salary like that might not happen for two years but that's that's like I just like when I was working I got a job in January for three and a half weeks and just one girl there, so the rules are; don't come in unless you take your temperature, obviously, for the COVID. And she started making me wait outside for like 15 minutes and since it was January, it's like, minus 20, so I started wearing a snowsuit and I was like, really bundled up because she was forcing me to wait forever and it wasn't fair, and anyways, I would start to overheat and so my temperature would be too high and she would try to convince the manager that I have COVID and then I would have to take a COVID test and it would come back negative and I have no coughing; no other symptoms. I'd just telling her you're making me overheat and she would try so hard to convince them that I have COVID and to not let me into the building and this started happening every day and it would take like an hour for me to actually get into the frickin' building because of her and I'm like I can't I literally can't handle this like I'm just coming here to work and this girl is making my life living hell because she's obsessed with making me not come in. I don't even know why, so yeah, everywhere I go something like weird like that happens.

**Mary-Anne:** Okay.

**Leah:** So I just- I can't handle one more person doing that and also minimum wage or even like anything less than 25 bucks an hour is not enough. It's not enough. Like, it's enough to eat, but if my car broke down like it just did, that 19 bucks an hour, which is what I was getting, isn't enough to fix it. Like, my gas tank leaks and I can only fill my gas up half a tank.



It comes on right now, it's a cost. And it costs \$700 to replace my gas tank with another used gas tank. I don't have an extra \$700, so.

**Mary-Anne:** No.

**Leah:** I can't fix it, but anyways.

**Mary-Anne:** Having a car is a luxury in downtown Toronto.

**Leah:** Yeah, yeah.

**Mary-Anne:** However, in Barrie it's more of a necessity unless again, if you live downtown, but there's nothing else there.

**Leah:** Yeah.

**Mary-Anne:** Hmm.

**Leah:** I remember I used to work at Jack Astor's here in Barrie, like, when Niah was young, like, really young, and I had to take two buses and it would take a total of three hours to get from here to Jack Astor's. Like, doing that for like a year is tolerable, but after that, like, I couldn't tolerate it anymore, like.

**Mary-Anne:** Well, its time you could be spending with your daughter too, right?

**Leah:** Yeah, and then my shifts weren't long enough, I was new, so I wasn't getting the best areas. I had to quit because I couldn't afford to work anymore, my daughter was in daycare, like, just life is hard.

**Mary-Anne:** It is, yup, and I'm sure emails like this just make things a little bit harder when you're trying to sort things out and your car breaking down and everything all at once, and...

**Leah:** Okay, so if I don't need to actually continue making payments on rent, then I guess the full amount of that would be wonderful.

**Mary-Anne:** Yes, so let me, like I said, let me check with Soula because if a portion of it does have to go to ODSP, which I'm not seeing it does, we have to get their permission.

Ryan Broadsworth already said in our emails that any extra overcharge can go to me and Mary-Anne knew that.

**Leah:** I understand that.

**Mary-Anne:** And your worker's name was what you said was Ryan?

**Leah:** Mhmm.

**Mary-Anne:** If you could, not that I'm thinking we need to, but do you have an email address or a phone number for him that you could send to me?

**Leah:** It should be written right on that letter.

**Mary-Anne:** Okay.

**Leah:** Do you see it there? It's not, I can, my correspondence with him has always been through my benefits through my phone, but I can - I know his phone number is on there, but if it's not, let me know.

**Mary-Anne:** So if we, yeah, if we determine that that's, if a portion of it is owing to ODSP, we can reach out to ODSP and see what they want to do.

**Leah:** Okay.

**Mary-Anne:** And then we can get back to you.

**Leah:** Okay. And if they say they require it, I understand that. I'm not going to be unreasonable, so I appreciate that.

They never gave me this breakdown.

17:05

**Mary-Anne:** Yeah, and we'll just communicate that with you. Like, we'll break it down. This is how much is going to you, this is how much is going to ODSP, and then by the end of this, your balance should be zero.

**Leah:** Okay, perfect.

I told Mary-Anne again that Ashley stole from me (a result of her “mistake” when she told me I didn’t owe more rent money, when I actually did).

**Mary-Anne:** Okay. Is there anything else you want to talk to me while I'm on the phone with you?

17:17

**Leah:** Nope, that's it. Ugh, other than, like, yeah, I don't really have anything to say. Like, you guys know that Ashley, like, that was really wrong of her to do that, but, like, that was years ago, and I'm not over it.

**Mary-Anne:** It's an eviction fee. Is that just a filing fee? Is that what?

**Leah:** Yeah, like, she called me up, because what I used to do years ago was I would pay, like, a little extra every month, like, a month plus a quarter, so every fourth month I didn't have to pay rent. So, she called me up one day, and she's like, you don't owe any more money, you have a credit, and I'm like, really, are you sure? Because I was keeping track in my head that I did have to pay, and she's like, no, and she just listed off. She's like, you paid this amount on this date, and you paid this amount on this date, and then you paid this amount on this date, and I'm like, okay. And then I remember my boyfriend was sitting beside me in the car when I received this, and he's like, so do you need money? And I'm like, apparently I don't. So, my rent, I owed, like, \$500 and something, but she told me I owed nothing. So then, I didn't pay rent when the first of the next month came around, and I got an eviction notice. And so, I called her and left her a message, and I'm like, hey, Ashley, I just got this eviction notice, and you told me that I didn't owe anything. So, if you're taking me a call back, she didn't call me back. I was charged a \$175 eviction fee notice. And then I called her again, and I'm like, I have no evidence of you telling me this because you told me over the phone. Could you please do the right thing because I can't afford this \$175. And she still never called me back, and then somebody from your, like, payment plan department called me and said, I can't help you with that, but I can set up a payment plan for you. And so, I had to pay back the \$500 plus the \$175 over a six -month period, and at that point, my boyfriend and I broke up and he couldn't pay so I'm I just, she called me for the first time since at Christmas asking if my teenage daughter wanted any infant toys for Christmas I said thanks, but no thanks. And then I kind of was like really kind of rude to her and I feel like she realized who I was because she used to call me up all the time with my case if I had any questions or anything with my case, she was like my main contact for a long time and then the moment she did this, she suddenly didn't talk to me ever again until this past Christmas. So like she knows what she did and nobody seemed to care and I just think that when you have no money like when you literally live on less than a thousand dollars a month and that happens like they should, like, I'm sure she wouldn't even have to pay for it out of her own pocket like you guys probably would have covered it but like nobody was even reasonable like I asked about I went

down to the office and they're like, if anybody doesn't pay, um, if they owe more than \$85, they automatically get an eviction notice and we don't call them, we just evict them.

**Mary-Anne:** Oh, so it's, it's an L1 fee, so it's not an eviction notice, it's just a late payment notice. I know that that makes a difference, but yeah, it get automatically gets filed.

**Leah:** Yeah, obviously like I don't think anything is going to happen with this, but it's just like this is part of the treating us bad part. Like, you think she called me, told me I didn't owe money, turns out that was a mistake, she probably made an honest mistake, and now I had to pay the \$175 I didn't have.

**Mary-Anne:** And you said that was Ashley?

**Leah:** Yeah. Mary-Anne is refusing to take accountability for their constant “mistakes”, again.

**Mary-Anne:** Because Ashley hasn't worked with that building in quite some time, then I went to Karen.

**Leah:** I know. It was a long time ago, it was a really, like my, the last time I was with a boyfriend was like four years ago, so this would have been over four years ago.

**Mary-Anne:** Okay. And then I went to Karen and now it's Soula.

20:57

**Leah:** And so like every time I like, I think that one time since, I didn't think I was going to pay my rent on time because I got laid off because of the company went bankrupt because of COVID. And I called and left a message and I was so scared that you guys were going to say that I didn't leave a message or I didn't talk to somebody that I had to drive down, walk into the office and get written notice from you guys saying I came in because I didn't want someone to lie and say, I didn't work this out with you.

I had to bend-over backwards to make sure they never tried to pull a fast one on me again.

**Mary-Anne:** Mhmm.

21:30

**Leah:** I guess just, I don't feel like I can trust people at this organization because of the horrible treatment. I remember a few years back, my shower, it stopped giving out hot water and I had showers with in cold water for six months because I thought that you guys wouldn't fix it. Like when at any time I need something six, nothing gets fixed, so I

didn't even bother asking anymore. And then someone told me, Oh, it's a quick, easy. It's a mixing valve and I was like, oh, okay. And then it was fixed right away. But like, it's just anytime anybody here asks for help, we don't get help.

**Mary-Anne:** Still, are you still feeling that way? I'm trying very hard to change that perception. I know that was out there Um, but i'm working with the staff really hard to change that. So are you still feeling that way or is this done?

**Leah:** Well, this this call really really helps, um It does help and um, even Soula was being very nice when she talked to me on the phone the other day um, but it did bother me that she was like I don't know if we can give you the money back or if it will just remain in credit like, like it's just the money, I just Yeah, I will try in my head. I was going, "Leah, don't get upset, calm down, do not get upset because I know I get upset, but like still, it's just

**Mary-Anne:** So with Soula, she, she has to put the request for the credit to her manager. So, Soula would apply for the credit, but she wouldn't be able to guarantee that to you until she had the manager's signature. So, that's probably why she said she didn't know.

**Leah:** Mhmm.

**Mary-Anne:** Just because she has to get it. And again, it's a larger number, so she would need manager's approval before she can fully commit to you, but that was the credit. So, that was her just making sure that she wasn't promising something she could have delivered.

**Leah:** Right, right.

**Mary-Anne:** Yeah, so, Soula is pretty good.

**Leah:** Well, I appreciate that. Thank you.

**Mary-Anne:** And as far as maintenance go, you can call if there's a maintenance request, but if you go to our website, there's actually a button there when you can submit it electronically. And I believe you get the email as well, so you have backups that you've actually sent us those requests.

**Leah:** Okay.

**Mary-Anne:** So, that might help you too if you're feeling a little bit uneasy about trusting us with information and like at given your history, but that may be the case. And again, I can't speak to what's happened. I can only fix going forward, but that might be a way for you to feel a little more comfortable submitting those as well.

**Leah:** Okay.

**Mary-Anne:** Again, because you do get the backup that you sent that through the system.

**Leah:** Okay.

**Mary-Anne:** If that helps.

**Leah:** Yeah, it does.

**Mary-Anne:** Because then you can always send it through and say, hey, this is the day I submitted it. This is the stuff. What's going on? And we can follow up from there.

**Leah:** Okay. I think other than that, that's it. That's everything.

**Mary-Anne:** All right. But feel free to reach out. Again, if you need help with food and stuff, we can help you with that. Like, don't feel like you can't reach out. We do have some money aside for tenants that are running into issues with food security. So, if you need some help, give Soula a call and she can help you out for sure.

**Leah:** Do you guys promote that?

**Mary-Anne:** We don't typically advertise it because we use it in case of emergency situations. So if somebody...

**Leah:** Mhmm. So it's like a one-off thing?

**Mary-Anne:** Yeah. So, you know, if somebody calls, like a lot of times, especially during COVID, we had a lot of our seniors who couldn't get out to pick up food. So we were actually helping them out by picking stuff up and delivering it for them.

**Leah:** Well that's good.

**Mary-Anne:** And I can tell you right now, we're working on a partnership with the Food Bank, umm...

**Leah:** Oh.

**Mary-Anne:** Just because we know there is some issues. So we're trying to figure out a way to have food delivered to our buildings instead of having to go pick it up on site.

**Leah:** Oh.

**Mary-Anne:** We're going to be doing some pilot projects like that just to make things a little easier for our tenants, but again, it's all new. It's a new thing that we're doing with them, so we're trying to figure out logistics and how that would work.

**Leah:** I could always help you guys with that if you wanted I have tons of people who are helping volunteering for that and I actually have a church who will be delivering food weekly in May to our building only, but yeah, they're gonna be doing that and it's just gonna be for May. But yeah.

**Mary-Anne:** I could have one looking at yeah, that would be great. So we're yeah We're looking at doing so tenants that are already using the food bank system to have their monthly allotment of food delivered to our building and then they can pick it up from the housing workers instead of having to drive down, which gives them a little bit more options of hours as well because I know the food bank closes pretty early most days.

**Leah:** mhmm.

**Mary-Anne:** And just trying to look and I guess there's an emergency bag that you can pick up from the-

**Leah:** Yup.

**Mary-Anne:** So we're looking at being a drop-off point for the emergency bags as well, so again, allowing people who don't have the mobility to get down there. So we're doing what we can working within a few different organizations in Barrie to help out.

**Leah:** That's interesting because the whole reason I even started Fresh Free Weekly in the first place like before I started it, I reached out to and Michelle Simon's isn't there anymore but I asked if I could organize a group of volunteers to get their food to their clients. And because she told me no single moms with no vehicle thing to fix their problems, people in wheelchairs aren't disabled enough and she didn't care about elderly people, she said no. She said we're definitely not delivering to a whole building and then I reached and then I talked and Sharon Palmer is obviously the Executive Director there and she donated on a biweekly basis as many tomatoes and peppers as I could fit in my car. She's always been very helpful But when I sat down with her after I closed down I found a grant that they could apply for to hire me on and she was considering it. She's like, I'm really I'm gonna look into this, but she's like we're dead set against the delivery because part of it. She says their mission is to help people transition from not being able to eat, to be able to eat, and so they can't do delivery and she's like if you ask people to get a ride, they get a ride. And like, I know she genuinely believes that, but, that's interesting so but that's great that they're doing that like it's super super needed.

**Mary-Anne:** Yeah, we're trying like I said we're gonna do a couple pilot programs with them to see if we can get up and running to see if there's enough tenants that wouldn't be willing to use the service, umm, but it's just coordinating everything right now and getting it all sorted out. It's, I think we just had that conversation yesterday so, its coming, we're working, we're trying to help out as much as we can and then assist with some of our tenant's needs.

**Leah:** Yeah, I would I would say that probably one of like the reason like more people aren't going around like me saying we're starving is because it's so shameful.

**Mary-Anne:** It is, and that's that's why a) people don't they don't use the food bank.

**Leah:** Mhmm.



**Mary-Anne:** They don't want to go there, and the other thing that we're concerned with is even pick up. Are our tenants, are they willing to go to our staff to pick up because they don't want to be seen that way?

**Leah:** Yeah.

**Mary-Anne:** So again, it's coordinating and respecting everybody's privacy.

**Leah:** Mhmm.

**Mary-Anne:** And just sort of, you know, we're trying to help any way we possibly can, but without impeding on anybody's privacy and rights, I guess, at the same time.

**Leah:** Yeah. Yeah. I know for me, it was really important, like, I gave people the option of; they don't even have to open their door and show their face. I'll drop it off and then walk away and then they can come get it because I also was very mindful of making them not feel exposed.

**Mary-Anne:** Yeah. It's hard. I'm trying to find that balance, right?

**Leah:** Mhmm.

**Mary-Anne:** You want to help, but...

**Leah:** You can't drop off meat and just leave it there, like, not...

**Mary-Anne:** Right. Or frozen food.

**Leah:** Exactly, exactly. And I didn't do that. I just did, like, vegetables and stuff. So...

**Mary-Anne:** Yup.

**Leah:** Okay. That's cool. Thanks for letting me know that.

**Mary-Anne:** Not a problem, and if you need anything else, just reach out.

**Leah:** Okay. Thank you.

**Mary-Anne:** All right. Thanks.

**Leah:** Okay.

**Leah and Mary-Anne:** Bye.