



Team Name: Nutrition and Food Services Team Lead: Regional Manager Nutrition and Food Services Approved by: Regional Lead – Corporate Services & Chief Financial Officer	Reference Number: ORG.1012.PL.008 Program Area: Support Services Policy Section: Nutrition and Food Services
Issue Date: January 31, 2017 Review Date: Revision Date: March 23, 2021	Subject: Meals on Wheels Program

Use of pre-printed documents: Users are to refer to the electronic version of this document located on the Southern Health-Santé Sud Health Provider Site to ensure the most current document is consulted.

POLICY SUBJECT:

Meals on Wheels Program

PURPOSE:

The Meals on Wheels (MOW) Program is designed to provide a hot, nourishing meal to clients in the community who might otherwise be unable to cook meals for themselves.

BOARD POLICY REFERENCE:

Executive Limitation (EL-2) Treatment of Clients
 Executive Limitation (EL-3) Treatment of Staff

POLICY:

In communities where Meals on Wheels Programs are provided through Southern Health-Santé Sud Nutrition and Food Services (NFS) Departments, we will ensure the provision of service for the Meals on Wheels Program to be organized, accurate and safe for the clients who participate in the program.

IMPORTANT POINTS TO CONSIDER:

There are a variety of stakeholders involved in the coordination of meals on wheels programs across the region.

PROCEDURE:

Registration

1. Referrals will come through Community Services or by direct family contact (only in the communities where there is a pre-arranged program).
2. In communities where Community Services Coordinator/Designate is not available or involved, NFS will accept referrals for new clients registering for the MOW program.
3. If client is eligible for meals on wheels, the Community Services Coordinator/NFS Manager or Designate will complete the ORG.1912.PL.008 Form.01 MOW Requisition Form with all information.

Nutrition & Food Services Department

1. The NFS department will:
 - Prepare the meal from the facility menu.
 - Package meals ready for pick up and bring to the back door for volunteer drivers to pick up.
 - Sanitize delivery containers, etc. upon return after delivery.

Service Times, Cancellation, Communication

1. Meals will be offered Monday to Friday. Weekends and Statutory Holidays are not included, unless otherwise specified by the site/community.
2. If a client needs to cancel or restart meals on wheels, contact the NFS Department directly. NFS will notify the Community Services Coordinator and/or Designate where applicable.
3. If the facility needs to cancel a meal due to unforeseen circumstances, (i.e., weather, no driver), the Community Services Coordinator/NFS Manager or Designate will contact all Meals on Wheels clients to notify them.
4. NFS shall phone the driver if he/she fails to pick up the meals at the designated times. If a driver does not arrive for his/her day of delivery and cannot be contacted, the Community Services/designated Volunteer Designate/NFS or designate shall make alternate arrangements.
5. If a client is not at home, the volunteer driver will return the meal to the NFS Department. NFS will then try phoning the client. If there is no answer, they will call the contact person for the client.

Community Services/Designate

The Community Services Coordinator/Designate will:

1. Organize volunteer drivers to deliver meals to the community from the NFS department in the facility.
2. Replace drivers as needed for meal delivery (if there is a driver who does not show up or is sick).
3. Have contingency plan in place if replacement calls are needed when Community Services Coordinator/Designate is on vacation or off.
4. Have a plan in place to have MOW delivered to the client. Drivers should not enter their home.

5. Provide orientation and direction to the drivers. Communicate the driver contact information and schedule to the NFS department.

Billing/Finance

1. The clients of the Meals on Wheels service will be charged in accordance with the pricing guidelines set by NFS for the Region.
2. NFS Department records meals prepared and delivered, and forwards amount owing to the billing office to process month end. The client will be sent a bill on a monthly basis.

Evaluation

1. The Community Services Coordinator/NFS Manager or Designate will send out the ORG.1912.PL.005.FORM.05 Meals on Wheels Client Survey annually, analyze results using the ORG.1912.PL.005.FORM.06 Meals on Wheels Survey Summary Report and determine if any changes are required based on the results.

SUPPORTING DOCUMENT

[ORG.1912.PL.008.FORM.01](#) - Meals on Wheels Dietary Requisition Form

REFERENCES

ORG.1912.PL.005.FORM.05 - Meals on Wheels Client Survey

ORG.1912.PL.005.FORM.06 - Meals on Wheels Survey Summary Report