

# COMMFORMS

## Meals on Wheels Policy

Our frozen meals are specially designed with you in mind. They are nutritionally balanced and geared to the active lifestyle you lead. These meals are perfect for those of you who do not require the daily delivery of a hot meal but would like to benefit from having some healthy choices available in the freezer. Each meal can be heated in a microwave or a regular oven.

For cancellations please notify us 24 hours in advance. Failing to do so will unfortunately result in a charge to your account (100% of the service fee).

The agency strives to offer services and programs that are planned with the safety of clients, caregivers, volunteers and staff in mind. As such, the Community Support Services program recognizes that there are times during the year when inclement weather conditions may force the closure and/or cancellation of programs and services. We believe that if the roads are unsafe to transport local children to school, then the roads are unsafe for transportation associated with the delivery of our services. Therefore, program closures and service cancellation will typically follow decisions made by local Ottawa School Boards regarding road conditions.

Our programs and services will be cancelled and/or closed if the Ottawa Carleton District School Board and/or the Ottawa Carleton Catholic District School Board cancel their bus transportation for the day. Announcements regarding the cancellation of school bus transportation are broadcast starting at 6:15 a.m. on local radio stations. Local school bus cancellations are also announced at [www.ctvottawamorning.ca](http://www.ctvottawamorning.ca). Ultimately, the decision to close programs and/or cancel services remains at the discretion of the coordinator, in consultation with the Program Manager and/or the Director of Programs and Services.

Coordinators will notify staff, clients, caregivers and volunteers of the cancellation and/or closure. Please note that fees for any services or programs cancelled at the discretion of the agency will not be charged to our clients.