

# COMMFORMS

## MEALS ON WHEELS PROGRAM CLIENT GUIDELINE

Meals on Wheels is a program that provides nutritious balanced meals for seniors and adults with physical disabilities. Our meals are prepared by one of our local seniors residences.

The meals are delivered Monday to Friday, **excluding statutory holidays**. The cost is \$6 per meal; including taxes and delivery. You will be billed by mail each month.

1. Please be home to receive your meals. For the most part, the meals arrive between 11:15 am and 12:30 pm.
2. You may cancel your meal at no cost before 9:15 am the day of your delivery. You may leave a message; our answering machine is on from closing at 4:30 pm until opening at 8:30 am. If cancellation is received after 9:15 am, you will be required to pay for the meal.
3. If you are not home and still want your meal; You may leave a cooler with an icepack at your door. (unless you live in an apartment building) Volunteers will not leave the meal at your door if there is no cooler. If you are not home and there is no cooler at your door, you will be charged the full price of your meal. If you live in an apartment building you may find a neighbor that could accept the meal on your behalf.
4. In the event of bad weather in the **winter months**, we will not deliver meals if the school busses are cancelled. You may check the Ottawa Student Transportation Authority website at [www.ottawa-schoolbus.ca](http://www.ottawa-schoolbus.ca) to see if the school busses are cancelled for that day. Radio stations and local news also list the cancellations for the day.
5. **You should always have some emergency food at home, in the event that your meal is not brought to you or is late.** Our volunteers are only human and our system is not infallible. If you haven't received your meal by 1:00 pm, give us a call. You are not expected to pay for a meal which you have not received.
6. If you are not going to eat your meal upon receipt, please refrigerate. Meals should be kept in the refrigerator, **NO LONGER THAN 2 DAYS**. After which they should be disposed of.
7. We also offer a line of frozen meals, please ask one of our service coordinators for more information. Menus are available upon request.