



LAKESHORE COMMUNITY SERVICES MEALS ON WHEELS – CLIENT FACT SHEET

Meals on Wheels promotes the health and well-being of homebound and sometimes isolated individuals who for health reasons are unable to prepare meals for themselves. Meals on Wheels is administered by Lakeshore Community Services. Staff includes an Administrator, coordinator, cook, and baker. There are also over 60 volunteers involved in the operation. The program is funded mainly by the Minister of Health Long-Term Care, by donations and the generous support of volunteers.

ELIGIBILITY:

- You must be 55 years of age or older or disabled.**
 - Referral from CCAC, self, family or doctors**
 - Must be in the geographic area of Lakeshore**
 - You must be homebound with the exception of assisted outings such as medical appointments, family gatherings, etc.**
 - You must be unable to obtain food and prepare nutritious meals for yourself on a daily basis or a caregiver is unavailable or is unwilling to prepare daily, nutritious meals for you.**
 - Special diets are available upon request.**
1. Meals are delivered daily, Monday to Friday between the hours of 10:30 am – 12:30 pm. The time your meal arrives each day may vary somewhat due to necessary changes or delays in the delivery route. Frozen meals are available for weekends and for holidays. Meals are date stamped for your protection.
 2. Our meals are packed in coolers for delivery to assure the food retains the nutritional quality and maintains a safe temperature.
 3. Please try to answer the door promptly when the meal arrives. If you have difficulty hearing or getting up to answer the door, you can arrange for the volunteer to knock and enter.
 4. For the safety of the meal deliverers, please restrain dogs and other pets at the time of delivery.
 5. Be sure that your house address can be seen easily from the street.

6. The Cost of the meal is \$4.50 and a monthly invoice will be mailed at the beginning of the next month. Please mail in your payment with a cheque payable to Lakeshore Community Services to the office. Volunteers are not to be given cash and they are not responsible for bringing in your payment.
7. A Menu is prepared as a guide for the month. Please review the menu and advise of any changes, dislikes, and need for frozen meals for weekends or during holidays. Each meal includes: Soup, Entrée (meat, poultry, fish or pasta), 2 vegetables, potato (rice or noodles), 100% whole wheat bread and dessert. The meal plan includes diabetic, vegetarian, chopped/minced and pureed. The Staff will do its best to meet your dietary needs due to health reasons or allergies.
8. Meals are planned to provide food as recommended by Canada's Food Guide to Healthy Eating and Health Canada's Recommended Nutrient Intake.
9. A nice bowl of soup and a nice plate of food is much more pleasing to the palate. We suggest that the food be transferred over to a nice plate, so that the meal can be enjoyed. If the food is to be re-heated, please use a proper dish, the meal containers are not microwaveable. The containers used for the frozen meals are not microwaveable.
10. If a meal is to be cancelled for the day, the office must be notified within 24 hours of the day prior. If the office has **not** been notified, you will be charged. If you are going to be away from your home for an extended period of time, please give 24 hours notice to re-instate service that has been put on hold.
11. To cancel the program completely, please call the office at 728-1435 and speak to the Programs Coordinator.
12. Delivery of meals may be cancelled due to power shortages, bad weather and unsafe road conditions, the office will call to advise you.
13. In winter, it is your responsibility to arrange for your sidewalk and driveway to be cleared of snow/ice to ensure the safe delivery of your meal.
14. Periodically a survey will be sent out to review the Meals on Wheels program with you, please complete the survey and return it to the office.
15. A complaint policy is in effect and attached for your referral.

16. Confidentiality is very important to you and it is respected. A confidentiality form has been completed by all our volunteers. Our dedicated group of caring volunteers has been trained to report any irregularities to our office, and we will follow up with you.
17. Please be patient with the volunteer, especially new ones learning the route. We appreciate the time they donate.

OTHER SERVICES PROVIDED BY LAKESHORE COMMUNITY SERVICES:

Foot Care

Security Reassurance

Friendly Visiting

North Shore Transit Bus

Counselors

Assistance with Government forms

Faxing, Photocopying

Any general information you require