

Meals on Wheels

Service Description: Nutritious meals delivered on a weekly basis directly to the client's residence. A short visit and security check are part of the service. CHATS offers more than 100 frozen entrees, soups, snack packs, and desserts. Special dietary menu items are available, ie: diabetic, low fat, low salt, vegetarian, pureed, minced. Due to the COVID-19 pandemic, all deliveries are contact free. Delivery personnel will leave meals at the door and greet clients from a distance.

Service Provider(s): Volunteers and/or paid drivers

Persons Served: Individuals who are 55 years of age or older or non-seniors with an age-related condition

- Eligibility:**
1. Residents of York Region or South Simcoe
 2. Individuals must be willing to participate in a telephone and home assessment
 3. Individuals must provide accurate information to determine need
 4. Individuals must provide day-time Emergency Contact information
 5. Persons served or their caregiver must advise office of any cancellations
 6. Invoice must be paid upon receipt
 7. Orders must be placed by noon on Mondays for delivery the following week, with ordering support available upon request

- Limitations:**
1. Must be at home to receive meal on delivery day
 2. Upon delivery, the volunteer's route sheet must be signed or initialled to acknowledge receipt of the delivery
 3. CHATS cannot guarantee availability of meals in an emergency. Emergency, same-day service may be available, depending on stock on hand.
 4. Clients must have access to a working freezer for safe food storage.
 5. Must be able to collect deliveries from the exterior doorway; clients in need of assistance will notify the office and alternate arrangements made for delivery.

Program location(s): In the home of persons served which may include retirement homes or assisted living sites.

Availability: Persons served may order food sufficient for up to one month of meals.

Frequency of Service: Weekly delivery

- Cost :**
1. \$6.30 per entrée, \$2.70 each for soup, snack or dessert.
 2. Exceptional circumstances requiring reduced rates will be considered on an individual basis. Prices subject to change.

Contact: CHATS office at (905)713-6596 or 1-877-452-4287

Referral Source(s): Self, family, physicians, Central LHIN Home and Community Care

Funded by: Central Local Health Integration Network

Stakeholders: Persons served and caregivers