



Meals On Wheels Frequently Asked Questions

1. How do I become a Meals On Wheels client?

- Initial information call to determine if client is interested in Meals On Wheels.
- Appointment will be booked to complete the intake process.
 - Orders cannot be placed until intake process is completed.

2. What are my options as to how I can order Meals On Wheels?

- Email your order to mealsonwheels@chats.on.ca
- Leave a voicemail with your order at 905-713-3373 ext 7021
- If you are unable to email or leave a voicemail, please let us know and we will make alternate arrangements.

3. Do I have to place the order myself?

- Often caregivers/family members enter orders on behalf of clients.

4. What is the deadline for ordering?

- All orders must be received by 12:00 noon Monday to be delivered the following week. (1 week after ordering)

5. Do I have to order every week?

- Orders do not have to be made every week for accounts to remain active.

6. How do I pay for my meals?

- The preferred payment method is Pre-Authorized Payments from your bank account. A form will be provided for you to complete. You will be invoiced at the end of the month. The payment will be withdrawn at the end of the following month.

7. What day will my meals be delivered?

- All frozen meals are delivered on Tuesday or Wednesday, depending on where you live.
 - i. Tuesday – Newmarket, Aurora, Bradford, Georgina, New Tecumseth
 - ii. Wednesday – Vaughan, Richmond Hill, Markham, Stouffville

8. How will I know what time my meals will be delivered?

- The volunteer delivering your meals will call you as they are getting close to your home. They will not be calling from a CHATS phone so your call display will not say CHATS. Please ensure you answer your phone on your delivery day until after your meals have been delivered as volunteers will not make a repeat visit.
- Deliveries take place from 9:30-12:00. It is not possible to specify timing as the volunteers have several deliveries. Please ensure you are available on your delivery day.

9. If I'm not home, can the meals be left at my front door?

- Clients or their designated family member/friend MUST be home for the delivery. Meals will not be left outside under any circumstances. Food safety standards require that clients take delivery of their meals in person so that they may be stored immediately in the freezer. Meals cannot be left with a neighbour unless pre-arranged through the CHATS head office.

10. What happens if I don't notify CHATS that I won't be home?

- When clients are not home to receive their meals, or do not answer the door for a scheduled delivery, this alerts us that something may be wrong, and we begin an investigation. We will call your emergency contacts, local hospitals and if needed, we may call the police. It is very important that clients notify us in advance if they cannot receive the meals at the scheduled time.
- In the case of unexpected absences due to hospitalization, meals will be kept in the CHATS freezer and will be delivered on the regular delivery day of the week following notification that the client has returned home.

11. Where can I find nutritional information for Meals On Wheels products?

- Nutritional information for each product is available through the office or the *apetito* website at www.apetito.ca. If you have a particular dietary need, please let us know before you order so that we can help you to select the most appropriate menu items.

For additional information please contact our Meals On Wheels Team at 905-713-6596 ext 2