

## **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, and desserts. Special dietary menu items are available, ie: diabetic, low fat, low salt, vegetarian, pureed, minced, halal.

**Service Provider(s):** Volunteers and/or staff

**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. Orders received after 12:00 noon Monday will be delayed by one week. Ordering support available upon request

- Limitations:**
1. Must be at home to receive meals 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. Same-day delivery cannot be guaranteed. If pre-arranged, meals may be requested and picked up from CHATS Aurora office Monday to Friday, 8:30 to 4:30.
  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:** Quantity of meals ordered may be limited to accommodate volume deliveries.

**Frequency of Service:** Weekly delivery on specific days based on CHATS' scheduling.

- Cost :**
1. \$7.10 per entrée, \$3.50 each for soup or dessert.
  2. Subsidies may be available based on a fee assessment and availability of funds

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

**Referral Source(s):** Self, family, physicians, Ontario Health atHome

**Funded by:** Ontario Health

**Stakeholders:** Persons served and caregivers