



Meals on Wheels Delivery Policy

Effective: November 2014

The **Bernard Betel Centre for Creative Living** is committed to delivering nutritious, kosher meals to seniors who need assistance with accessing proper nutrition. Volunteers deliver the meals. Proper nutrition is imperative to maintaining a healthy, independent lifestyle. The Betel Centre is creating a meal delivery policy to ensure the healthy food, hand-prepared in our kosher kitchen, reaches the recipient in a timely, safe manner.

Delivery:

1. You or your caregiver/spouse **must be at home Monday – Thursday between 11:30 – 1:30 pm, Friday between 11:00 – 1:00 pm** in order to receive meals. If you don't receive your order by 1:30 pm, call the MOW coordinator Olga Yudenko at 416-225-2112, ext. 134.
2. It is your responsibility to ensure that your buzzer code is working and MOW volunteers can enter the building.
3. If you or your caregiver/spouse are not at home during delivery and/or volunteers are unable to enter the building, the **meals will not be left** at your door (you are still responsible for payment). This is to ensure that the meals clients are eating do not spoil and meet provincial health safety standards.
4. If you have an appointment or you must leave your home during the delivery hours, you **must call** the MOW coordinator **24 hours in advance** to let her know.
5. There is a **two-week minimum commitment** to participate in the program.
6. A consistent delivery schedule must be maintained for the duration of every month. For example: If your delivery day is on Monday then you will be receiving meals every Monday for the entire month.
7. You will receive monthly menu on the last Friday of the month.



8. Extra meals will be delivered in advance when service is interrupted due to statutory and/or Jewish holidays.

Cancellation:

1. Clients/Family members need to give the Betel Centre 24 hours' notice if cancelling meals by calling: 416-225-2112, ext. 134.
2. Clients/Family members will be charged for cancellation of meals that occur less than 24 hours before delivery.
3. You or your family have to inform MOW coordinator immediately if you no longer reside at your home, or you/family will be responsible for any outstanding charges.

Payments:

1. Meals on Wheels clients/family members need to pay for meals with VISA or MASTERCARD on a monthly basis.

Complaints/Concerns:

The Community Support Services Coordinator should be contacted should there be any concerns with the volunteer delivery, quality of the meal or the Meals on Wheels Contract. Contact: Olga Yudenko 416-225-2112, ext. 134.

I have read and understood the above mentioned Policy and conditions of the Meals on Wheels Policy.

Client Signature _____

Date _____