



MEAL AND TRANSPORTATION PROGRAMS

Due to the COVID 19 pandemic, we have made adjustments to certain programs for the safety of those we serve. We do update this booklet regularly but for up-to-date info on programs, we suggest you visit www.mowl.ca or call **519-660-1430**.



VISION

A community in which every person has a pathway to wellness and independence.

MISSION

Nourishing community wellness, one person at a time.

Our Commitment to Our Community

- We deeply value our volunteers – they are at the heart of our work.
- We honour our community through partnerships, diversity and inclusion.
- We embrace organizational change and imagination.
- We are socially, financially and environmentally responsible.
- We deliver high quality programs and services, always.
- We strive for tangible, lasting results.

WELCOME TO MEALS ON WHEELS LONDON

For inquiries on
Meal or Transportation
services call our office
number: **519-660-1430**

If after hours please leave a voicemail with as much information as possible and we will return your call the next business day.

Open Monday to Friday, please call for office hours.

Summer hours are in effect from the last Friday in June to Labour Day. We will be closing at 2 pm on Fridays during this period.

No transportation or meal services are available on these dates:

- | | |
|-------------------------|---------------------------|
| • New Year's Day | • Civic Holiday |
| • Family Day | • Labour Day |
| • Good Friday | • Thanksgiving Day |
| • Victoria Day | • Christmas Day |
| • Canada Day | • Boxing Day |

As Transportation rides are booked a week in advance, please be sure to book 1-2 days earlier when considering the week of a holiday.

CLOSURES

We recommend that all clients have emergency foods on hand in the event of an office closure throughout the year. With the unpredictability of weather and other unforeseen circumstances we ask that you check our social media:



Facebook:
@Mealsonwheelslondon



Instagram:
@MOWLondon



Twitter:
@MOWLondon

As well, check our website: **www.mowl.ca**

You may also receive a call from staff about your service for the day or call **519-660-1430** and our voicemail will indicate any service disruptions.



Any compliments or concerns are encouraged and should be forwarded to client services department by calling **519-660-1430** or emailing **info@mowl.ca**.

BILLING AND PAYMENTS

For all Meals on Wheels London services, billing occurs after the last day of each month. Prepayment of services may be required if a one-day order is greater than \$100 or if client has a history of non-payment. Otherwise, you will be billed for all services ordered over the month. Payment is due by the 20th of the following month and options for payment include:

- Automatic withdrawal from your bank account or automatic credit card payment on the 10th of each month. (Call us for the authorization form).
- Mail cheque payable to “**Meals on Wheels London**”
- Phone in Visa or Mastercard number monthly
- In person at our office (356 Queens Avenue) cash, cheque, Visa, or Mastercard accepted
- Personal telephone or online banking is only available for Libro, BMO and TD Canada Trust accounts at this time.
- Client file will be put on hold after two months of non-payment and will not be allowed services until balance is paid.
- You can also pay by visiting our website www.mowl.ca and click on the “**Make a Payment**” at the top right of the page.

NOTE: A charge of \$10.00 will be added to your account if a payment is returned due to insufficient funds.

FINANCIAL ASSISTANCE FOR MEAL AND TRANSPORTATION PROGRAMS

This applies for both Meal and Transportation programs

Qualifying: If you live alone or in a two-income household and your income is below a certain amount you will receive subsidized rates based on your notice of assessment.

Applying: Send a copy of your Income Tax Notice of Assessment form (for all adults in the household) for the past calendar year to start the application process. If you send an original, we will take a copy and send it back to you in the mail. We will look at line 15000 to confirm your qualification for the reduced rate. If you do not have your Income Tax Assessment Form, you can obtain a copy by calling Revenue Canada. 1-800-959-8281

FRESH MEAL SERVICE - DAILY DELIVERY

- Meals will arrive between 11:00 am and 1:30 pm on your scheduled delivery days.
- You must be home to receive your order and it cannot be left at your door.
- You choose a meal plan when registering. You may increase or decrease the number of days at any time.
- The price of the meal includes an entrée and dessert.
- If you are unable to heat your meal please call the office and we can send it hot. Otherwise, all meals are sent chilled and can be heated at your convenience by following the label on top. Keep refrigerated until you're ready to heat.
- Various volunteers will deliver the meal each day, which may result in the time of delivery varying a little. Please be in your home and ready to receive your meal. Our volunteers will need to move on and deliver to the rest of their clients. You will be charged for meals that are ordered and undeliverable.



FRESH MEAL DELIVERIES AND CANCELLATIONS

- **All changes and/or cancellations must be completed 48 hours before your scheduled delivery.**
- Volunteers will only attempt to deliver once and will not leave the meal at your door. You can choose, if you will not be home, to leave the meal with a neighbour.
- Meal delivery is also a reassurance check. We follow a not home procedure by calling your emergency contacts and, if necessary, the police (If you are not available to receive your meal delivery).
- You will receive a monthly calendar outlining the meals each month.
- There is no substitution to our daily meal. We recommend ordering a package of frozen meals to offset the days in which you may be not home or do not want the meal that day.
- All our meals are served in containers that can be washed and recycled.



HEATING YOUR DAILY FRESH MEALS

The recyclable meal container is suited for both the microwave and a regular oven.

Warning: DO NOT use a toaster oven to heat the meal.

Microwave: Heating directions for the microwave are listed on the label of each meal. When using the microwave, leave the clear cover on the container.

Oven: Leave the film on the container. We suggest heating your meal on a cookie sheet in the oven at 350° degrees Fahrenheit for approximately 30-40 minutes.

DIET TYPES FOR DAILY FRESH MEAL SERVICE

All clients receive the meal of the day suited to their diet type. There are no alternatives.

Regular (R): for those with no dietary restrictions.

Diabetic (D): Regular menu items with same combinations but desserts are typically a lower sugar dessert (calorie reduced, low sugar, sugar free option, or fruit).

Gentle (G): for those with stomach issues such as ulcers or hiatus hernia. The meal won't contain tomato sauces, stewed tomatoes, cabbage, or spiced foods. Vegetables will not include peppers, broccoli or cauliflower.

No Added Salt (NAS): for moderate sodium restriction. Intended for those with high blood pressure. The "No Added Salt" diet allows some salt in preparation of foods but excludes very salty food. No salt is to be added at the table.

Minced (M): This is a modification of consistency for people who have difficulty chewing or swallowing whole foods. The entrée and vegetables are minced whenever possible. All diet types are available minced.



FROZEN MEAL PROGRAM - WEEKLY DELIVERY

You can call **519-660-1430** to order or visit www.mowl.ca

- Meals are delivered on the Thursday of the same week. We only deliver if you place an order. You do not have to order every week. Orders must be placed before 4:00 pm on Mondays.
- **Due to many holiday Mondays throughout the year you'll need to order the Friday before by phone or online before 4:00 pm.** We will send notifications for such days in advance.
- A standing order can be arranged if you'd like the same items each week.
- Subsidy is available on frozen meals if you meet the criteria set out in the Financial Assistance section on page 4.
- Meals for Diabetics, and low sugar desserts available. Gluten free, lactose free and vegetarian diets.

STORAGE

Meals are delivered frozen and stored in your freezer. Do not defrost prior to heating. Heat meals in microwave or regular oven, not toaster oven.



Heating in a microwave: Pierce the clear film in several spots. Start with lowest suggested time and then move up accordingly. Give the contents a stir, if not hot enough, increase time in 30 second intervals.

Heating in a regular oven: Place the entrée on a cookie sheet in 350 degrees Fahrenheit for the time suggested on the label. Leave the cover on the meal during heating.

DELIVERY

If you cannot be home for your scheduled Thursday delivery, please let the office know by 4:00 pm on Wednesday. Meals can be picked up at our office or other arrangements made. Meals cannot be dropped off at your door but can be left with a neighbour if arrangements are made before delivery.

NOTE: A \$5.00 re-delivery fee will apply if you're not home for your delivery.



TRANSPORTATION PROGRAMS

For inquiries on
Transportation services
call our office number:
519-660-1430



ELIGIBILITY AND REQUIREMENTS

- Financial assistance may be available. Please refer to the financial assistance section.
- Rides are provided to Wellness related appointments.
- You must be able to get in and out of vehicles on your own, volunteers will not lift anyone in any way.
- Volunteers may be a guiding arm but are not able to balance you or hold you up.
- Walkers are encouraged but must be lightweight and fold for storage in a trunk.
- Service is provided within the city limits during our business hours, subject to availability. Appointment times must be between 8:30 am and 4:00 pm.
- Rides must be booked a minimum one week in advance.
- No additional stops.
- Maximum 3 hours for appointment times.
- Requests are prioritized and dependent on resources available, **but not guaranteed**.
- A volunteer will not drop off a client at any location other than their home, unless previously booked through Wheels For Wellness Office.

WE UNFORTUNATELY CANNOT ACCOMMODATE:

- Scooters or wheelchairs
- No rides following day surgeries or any procedure which requires general anesthetic or sedatives
- No rides of children under 18 years of age
- No transporting of any pet
- More than one ride per household per day

PASSENGER ASSISTANCE

An escort must accompany anyone who
(at no extra charge):

- Needs help entering or exiting a vehicle
- Requires help during appointments
- Needs emotional support
- Tends to wander
- Suffers from dementia
- Is prone to seizures
- Has low vision

Please notify staff when booking.
We will require their full name.



OUT FOR LUNCH BUNCH

- Transportation is arranged with our own volunteers. You will be transported to a predetermined restaurant to enjoy lunch and companionship with others.



FEES AND PAYMENTS

- Client is responsible for parking at the time of your appointment.
- For payment options see Billing and Payments on page 4.



HOW DO YOU BOOK A RIDE?

Call **519-660-1430** and ask for “**Wheels For Wellness**”

- You will need to have a date, time and exact address of your appointment. If you are seeing a doctor, please provide their name.
- You will be asked how long you expect your appointment to be. Check with your doctor when booking your appointment.
- No stops, beyond those requested at booking, will be allowed.
- Approximately 2 working days before your scheduled appointment, we will call to provide you with the name of your volunteer driver.
- The day or evening before your appointment, the volunteer will call you to confirm pickup and let you know what time they will arrive.
- If you have any issues with your drive, please call our office immediately so we can take care of the situation. Please carry our number with you, so you can call us if any difficulties arise.
- As this service is provided by volunteers, occasionally we are unable to fill all requested bookings. We will give you a minimum of 2 days notice if this is the case.

CANCELLATIONS

The Wheels For Wellness office, not the volunteer, must be notified of a cancelled trip. Cancellations received 24 hours before will result in a \$5.00 fee. Rides cancelled at the door will be charged full fee. Monday cancellations must be received on the previous Friday by noon.

Rides can be cancelled due to poor weather or unsafe conditions by you, your volunteer or staff. You are asked to have a backup plan. We will provide you with as much notice as possible, however, please have a backup plan in place. Please see Closures on page 3.



COMPLIMENT AND CONCERN PROCESS

Please see Compliment and Concern Process on page 3. All concerns are recorded and reviewed whether meals or transportation.

CLIENT RESPONSIBILITIES

- Be home for your scheduled food delivery or ride.
- DO NOT CALL your Meals on Wheels or Wheels For Wellness Volunteer directly. All requests go through the Meals on Wheels office.
- Notify us of any changes as soon as possible. Please see cancellation process regarding both meal and transportation services.
- Refrain from asking delivery volunteers from doing chores or errands and do not ask drivers for additional, unplanned, stops.
- All special requests must go through staff at the Meals on Wheels office.
- Refrain from abusive or threatening language and treat volunteers and staff in a respectful and courteous manner.
- Pay your bill in a timely manner or reach out to us to make a plan.
- Please confine pets to another room during deliveries and pick ups.
- Please do not wear perfume or cologne during rides with transportation as we have a no scent policy.
- Ensure path for volunteers is free of clutter and snow.
- Notify Meals on Wheels of any important changes to your health.
- Refrain from giving gifts to staff or volunteers.
- Notify Meals on Wheels if you're moving and provide a forwarding address.
- Meals on Wheels has the right to refuse service to anyone and particularly, will not drive someone under the influence of drugs and/or alcohol.



CLIENT BILL OF RIGHTS

Every health service provider and Ontario Health Team shall ensure that the following rights of patients are fully respected and promoted:

1. A patient has the right to be dealt with by the provider of the home and community care service in a respectful manner and to be free from physical, sexual, mental, emotional, verbal and financial abuse by the provider.
2. A patient has the right to be dealt with by the provider of the home and community care service in a manner that respects the patient's dignity and privacy and that promotes the patient's autonomy and participation in decision-making.
3. A patient has the right to be dealt with by the provider of the home and community care service in a manner that recognizes the patient's individuality and that is sensitive to and responds to the patient's needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.
4. A patient has the right to receive home and community care services free from discrimination on any ground of discrimination prohibited by the Human Rights Code or the Canadian Charter of Rights and Freedoms.
5. A patient who is First Nations, Métis or Inuk has the right to receive home and community care services in a culturally safe manner.
6. A patient has the right to clear and accessible information about their home and community care services.
7. A patient has the right to participate in the assessment of their needs, development of their care plan, reassessment of their needs and revision of their care plan.
8. A patient has the right to designate a person to be present with them during assessments.
9. A patient has the right to designate a person to participate in the development, evaluation and revision of their care plan.
10. A patient who receives more than one home and community care service has the right to receive assistance in co-ordinating their services from the health service provider or Ontario Health Team.
11. A patient has the right to give or refuse consent to the provision of any home and community care service.
12. A patient has the right to raise concerns or recommend changes in connection with the home and community care service provided to them and in connection with policies and decisions that affect their interests, to the provider of the home and community care service, the Agency and its employees, government officials or any other person, without fear of interference, coercion, discrimination or reprisal.
13. A patient who receives a home and community care service has the right to be informed of the laws, rules and policies affecting the operation of the provider of the home and community care service, including this Patient Bill of Rights, and to be informed, in writing, of the procedures for initiating complaints about the provider.

PRIVACY AND CONSENT

Meals on Wheels London respects your privacy. We protect your personal information and adhere to all legislative requirements with respect to protecting privacy. We do not rent, sell or trade our mailing lists. We use your personal information to provide services and keep you informed and up to date on the activities of Meals on Wheels, including programs, services, funding needs, and opportunities to volunteer or give.

We use this information and share it only with those who need to know the information. For instance, we might use client information to:

- Communicate with volunteers and other service providers.
- To monitor the provision of services and evaluate your response to services provided.

THESE ARE YOUR RIGHTS:

- You may see or have access to your personal health information.
- You may ask us to update or correct your records.
- Your personal information is private.
- You may make a complaint about access to your personal information, or about how it is collected, stored, or used or disclosed to others.
- You may be removed from any of our mailing lists; simply contact us by phone at 519-660-1430.

It is not considered a violation of confidentiality for volunteers to communicate client concerns to appropriate staff. For example: often volunteers are the first person to recognize that a client has an issue needing attention, such as when there is no answer at a door. In these cases, a follow-up call may be made to emergency contacts.

DONATING

What makes **Meals on Wheels** London unique is our ability to customize meal orders for special needs. Our transportation; the arm of a volunteer and someone to open a door is a package deal! Every meal delivery and every transportation ride are a reassurance check and for some, a friendly visit.

We are grateful to our funders: Ontario Health, the United Way and generous donors. As well, to our clients who use our services to support themselves and other in our community. Finally, our donors and those who contribute to our fundraising efforts.

We depend on the generosity of the London community to make Meals on Wheels possible for many Seniors.



Where donation money goes:

- Directly to support Meals on Wheels London clients who require subsidy
- Recruitment and training of volunteers who deliver our services

Charitable Registration #129895124RR0001
Charitable tax receipts issued for all donations over \$20.00

For further information on how you can donate:

- Visit www.mowl.ca (click Donate)
- Call **519-660-1430** and ask to speak to someone about a donation
- Email info@mowl.ca



OUR FUNDERS



Ontario Health
West



United Way
Elgin Middlesex

WWW.MOWL.CA

356 QUEENS AVENUE, LONDON, ON, N6B 1X6

519-660-1430