MEALS on WHEELS
LONDON

WHEELS FOR WELLNESS

MEAL AND TRANSPORTATION PROGRAMS

We do update this booklet regularly but for up-to-date information on programs, contact us at:

Web: **www.mowl.ca** | Email: **info@mowl.ca** | Phone: **519-660-1430**









General Tso's Chicken

EFFECTIVE: NOVEMBER 2026

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WELCOME TO

MEALS on WHEELS
LONDON

For inquiries on **Meal** or **Transportation** services
call our office number: **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.

OPEN MONDAY TO FRIDAY - 8:30 AM TO 4:30 PM

Summer hours are in effect from the last Friday in June to Labour Day. We close at 2:00 pm on Fridays during this period.

OFFICE CLOSURES / HOLIDAYS

No transportation or meal services are available on these dates:

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

RESPECTFUL CONDUCT STATEMENT

We are committed to providing a safe, respectful, and welcoming environment for our clients, visitors, volunteers, and staff.

Our team is here to provide the best service possible, and we ask that everyone treat each other with courtesy and respect.
We understand that situations can sometimes be stressful; however, abusive or inappropriate behaviour will not be tolerated.

This includes, but is not limited to:

- Aggressive, intimidating, or threatening behaviour.
- Verbal abuse, yelling, or harassment.
- Profanity, offensive, discriminatory, or hateful language.
- Physical violence or threats of violence.
- Damage to property or actions that compromise the safety of others.

If inappropriate behaviour occurs, staff may terminate calls, interactions and/or determine whether service can continue.
We appreciate your cooperation in helping us maintain a safe and respectful environment for everyone.

Thank you, the Meals On Wheels Team

CLOSURES

We recommend that all clients have emergency foods on hand in the event of an office closure throughout the year. For information on closures we ask that you check our social media:

Facebook:
@Mealsonwheelslondon

Instagram:
@MOWLondon

X (aka Twitter):
@MOWLondon

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

You may also receive a call from our staff about your service for the day, 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 $150 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 15th of the following month and options for payment include:

- Automatic withdrawal from your bank account or automatic credit card or Interac debit payment on the 10th of each month.
- 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 available for Libro, BMO, TD, Scotiabank, RBC, and Tangerine accounts.

  E-transfer to **financial@mowl.ca**
- Client file will be put on hold after two months of non-payment and will not be allowed services until balance is paid.
- Clients can email us their NOA (Notice of Assessment) to:

  financial@mowl.ca for assessment
- 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.

Meals on Wheels London reserves the right to increase prices. We will provide clients with at least 30 days notice of any price increases. Price increases will occur on April 1st of each year unless otherwise notified.

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.

Subsidy is available. Please call us if you haven't already started the application process -- **519-660-1430**.



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.**
- Delivery days are Monday, Wednesday, and Friday. All daily meal orders must be placed by 9:30 am the day before delivery. However, they can be placed and scheduled any time before this. (We recommend reviewing the calendar monthly and placing your order).
- 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.



Bangers and Mash

FROZEN MEAL PROGRAM – WEEKLY DELIVERY

You can call **519-660-1430, Press 1** to order
or visit **www.mowl.ca**

- Meals are delivered on the Thursday morning 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 11:00 am on Mondays.**
- **Due to many holiday Mondays throughout the year you'll need to order the Friday before by phone or online before 11:00 am**. 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, halal and vegetarian diets.
- Frozen Meals are ordered in increments of seven.

STORAGE

Meals are delivered frozen and stored in your freezer.

- Do not defrost prior to heating
- Heat meals in microwave or regular oven
- Do not use a 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.





MEALS on WHEELS
LONDON

TRANSPORTATION PROGRAMS

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

TRANSPORTATION GUIDELINES

WHEELS FOR WELLNESS

1. Round trip rides are provided to Wellness related appointments. For any questions, please call our office. We will consider all ride requests.
2. Financial assistance may be available. Please refer to financial assistance section.
3. Clients should be able to get in and out of a vehicle with limited assistance. Volunteers may lend a guiding arm but cannot balance or hold you up.
4. Walkers are encouraged but must be light weight and fold for storage in the trunk.
5. Rides provided within the City of London during service hours subject to availability.
6. Appointment times between 8:30 am - 4:00 pm.
7. We are more likely to be successful finding a driver with advance notice. We recommend at least 1 weeks notice but will accept requests that are shorter than this.
8. No additional stops.
9. Maximum 3 hours for appointment times. (Does not include drive time).
10. Requests are prioritized and dependent on resources available, but not guaranteed.
11. A volunteer will not drop off a client at any location but their home, unless previously booked through the transportation office.

WE CANNOT ACCOMMODATE:

1. Scooters or Wheelchairs.
2. No rides following day surgeries or any procedures that requires general anesthetic or sedatives.
3. We do not provide pick up at a location other than someone's home. This is because we need to know who we are picking up.
4. No rides for children under 18.
5. We cannot accommodate more than one ride per household per day.

PASSENGER ASSISTANCE

We recommend companions for anyone who:

- Requires help during appointments
- Needs emotional support
- Tends to wander
- Lives with dementia or cognitive decline
- Is prone to seizures
- Has low vision

Please notify staff when booking.
There is no charge for a companion.





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 **Press 2**

- 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. Rides cancelled with volunteer at the door will be charged the full fee.

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 will 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**

PLANNED GIVING

Leave a legacy and help build a better community, one person at at time.

The Government of Canada encourages charitable giving with numerous tax incentives. Although proceeding with such a plan can be simple, Meals on Wheels London strongly recommends that you consult with your financial advisor before initiating a planned giving donation. This will ensure that you will receive professional advice tailored to your personal financial and tax situation.

Planning ahead can lead to peace of mind and great satisfaction that your planned gift will have an impact that is important to you!

YOUR PLANNED GIFT

Your planned gift will go directly to some of the most vulnerable in your community.

TYPES OF GIFTS

- Gifts by Will
- Charitable Gift
- Annuity
- Designate a Charity as Beneficiary of a Registered Account
- Set Up a Charitable Remainder Trust
- In-Kind Donations of Stocks, Bonds, and Other Publicly Listed Securities
- Donate a Life Insurance Policy



Almost two-thirds of Meals on Wheels London clients require subsidy to afford their meals which are at and below cost.

AN ESSENTIAL SERVICE

For over 55 years, Meals on Wheels London's volunteer based programs have allowed seniors and other vulnerable members of our community to remain healthy, independent and in their homes, providing an alternative to costly retirement or nursing residences.

In addition to the nutritional support provided by our fresh and frozen meals, Meals on Wheels London volunteers provide critical transportation rides to wellness appointments, such as doctors visits or other essential appointments.

On top of all of these services, our dedicated, caring volunteers provide peace of mind to clients and their loved ones through daily check-ins.

WHAT IS THE NEXT STEP?

Your financial advisor can give more information on which type of gift best suits your financial position and help find the best way for you to leave your legacy.

To start the conversation, please consider taking this brochure to your financial advisor. If you do not have a financial advisor at this time, we would be more than happy to connect you with one!



MEALS on WHEELS
LONDON

WHEELS FOR WELLNESS

OUR FUNDERS

Ontario Health
West

United Way
Elgin Middlesex

WWW.MOWL.CA

356 QUEENS AVENUE, LONDON, ON, N6B 1X6

519-660-1430