



West Parry Sound District
Community
Support Services

21 Belvedere
Avenue
Parry Sound, ON
P2A 2A2
PH: 705-746-5602

Meals on Wheels Client Package

We are pleased to share our information and application package with you.

1. Client application form
2. Liability and Privacy Waiver
3. Frequently Asked Questions

The Frequently Asked Questions explain how the service operates, associated costs, and menu options (for you to keep).

Forms can be returned to us in one of the following ways:
Email – coordinator@csswest.ca

By mail or personal drop off to CSS Meals on Wheels:
21 Belvedere Ave, Parry Sound, ON, P2A 2A2.

Call us if you have any questions regarding
Meals on Wheels at 705-746-5602.

We are more than a meal we deliver.....





Meals on Wheels Application

Date: _____

First name: _____ Last name: _____

Date of birth (M/D/Y): _____ Gender: _____

Delivery Address: _____

Home phone number: _____ Cell number: _____

Driving instructions and household access: _____

Do you live alone? Yes or no, if no, with whom _____
Name and or relationship

Food Preferences and Allergies ✓

No special diet

Special Diet: ✓

Diabetic <input type="checkbox"/>	Gluten Free <input type="checkbox"/>	Low-Calorie <input type="checkbox"/>	Low-Fat <input type="checkbox"/>	Low-Sodium <input type="checkbox"/>	Vegetarian <input type="checkbox"/>	Vegan <input type="checkbox"/>
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Hot meal schedule: ✓

Monday Tuesday Wednesday Thursday Friday

Delivery time options: ✓

11:30 AM 3:00 PM

Frozen Meal Order (Entrée Only) ✓

Weekly Bi-weekly Monthly On call basis

Please describe any physical, emotional or mental health issues that may limit your ability to eat or may expose you to risks such as food allergies, swallowing, choking **and dislikes**:

Are you able to answer your door? <input type="checkbox"/> Yes <input type="checkbox"/> No, I prefer not to answer the door	Are you able to manage over the weekend: <input type="checkbox"/> Yes <input type="checkbox"/> No, I need a meal supplement
Are you able to shop for Groceries? <input type="checkbox"/> Yes <input type="checkbox"/> No	Are you able to read letter-sized instructions? <input type="checkbox"/> Yes <input type="checkbox"/> No

Do you have a Freezer? <input type="checkbox"/> Yes <input type="checkbox"/> No	Do you have a microwave? <input type="checkbox"/> Yes <input type="checkbox"/> No
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Meal Options and Prices: MONDAY - FRIDAY Please check your choice

HOT FULL Meal Entrée, soup and dessert Planned CSS menu <input type="checkbox"/> \$9.00	Single Hot Entrée <input type="checkbox"/> \$6.50	HOT LIGHT MEAL Entrée and either Soup or Dessert Planned CSS menu <input type="checkbox"/> \$8.00	Frozen Meal Your Selection & You may pick up or we deliver <input type="checkbox"/> \$6.00 each
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***Special Diets (Puree, minced, gluten) a minimum of 12 must be ordered and paid for in advance.**

Shopping Your Way

- Are you able to provide a list? Yes or No
- Where do you normally shop? No Frill, Sobeys, Walmart or other: _____
- When would you like to shop and how often? _____
- Do you use No Frills on-line shopping and need someone to pick up the groceries you order?
 Yes, please arrange my delivery from No Frills

Emergency Information Primary Contact:

Name: _____
 Relationship: _____
 Address: _____
 Phone: _____

2nd Contact

Name: _____
 Relationship: _____
 Address: _____
 Phone: _____

Billing Contact if different than delivery address:

Name: _____
 Relationship: _____
 Address: _____
 Phone: _____

3rd Referral by Family, Friend, Professional?

Name: _____
 Relationship: _____
 Address: _____
 Phone: _____

Who Is Eligible For the Guaranteed Annual Income System (GAINS) Program?

To be eligible for the GAINS program, you must meet the following criteria:

- Be at least 65 years old or older
- Lived in Ontario for the past year or a total of 20 years since the age of 18
- Have been a Canadian resident for at least ten years
- Receive OAS pension and GIS benefits
- Earn a private income (i.e. private pension, [Canada Pension Plan](#) (CPP), bank interest, etc.) of no more than \$1,992 if you're single or more than \$3,984 if you're married or in a common-law relationship

To be eligible for GIS, you must receive GAINS:

- I receive GAINS
- I receive a Guaranteed income supplement for seniors (GIS)

Agreement / Privacy Form (West Parry Sound District Community Support Services, known as CSS)

CSS must collect and record some of your personal information to provide the best possible service. Any information you provide will be treated confidentially. CSS will not disclose your personal information to anyone without your consent. If you are receiving support services, your personal information may be shared with other support workers and volunteers so that the best advice and support available can be provided. I agree to permit CSS to release information about my situation to other long-term care agencies, service partners, acute care services, purchased services and volunteers to enable them to assist me better. All client information is respected, protected, and privately maintained, and only required information is released to serve the client safely and responsibly. I have read and understood the agreement and agree to the program's parameters. I permit CSS to release information about my situation to other long-term care agencies, service partners, acute care services, purchased services and volunteers to enable them to assist me better.

Please read, sign and return this page along with the application.

Liability

CSS requires that you release their volunteer or agents from any liability or responsibility for any damages or injuries suffered from any cause whatsoever.

I have read, or someone read to me and understand the agreement, liability, release of privacy and the frequently asked questions, and agree to the parameters of the program(s). I give Community Support Services permission to release information about my situation to other long-term care agencies, service partners, acute care services, purchased services and volunteers to enable them to assist me better.

Client Name (print):	DOB: (M/D/Y)
Client Signature:	Application Date: (M/D/Y)

***If the client is unable to sign, the name of the Substitute Decision Maker (SDM)**

SDM Name (print):	Relationship to Client:
Signature:	Date Signed: (M/D/Y)

Return Policy

- If you are dissatisfied with the meal or service, let us know. We do not accept returns. Credit or replacement will be given.



West Parry Sound District
COMMUNITY
SUPPORT SERVICES

21 Belvedere Avenue
Parry Sound, ON P2A 2A2
Telephone: 705-746-5602
Website: www.parrysoundsupportservices.ca



Meals on Wheels offers hot and frozen nutritious balanced meals
Monday to Friday
We come to your door.

PRICES:

- ❑ Hot single entrée delivered meat, vegetables, pasta, potato or rice. Cost: \$6.50 per meal
- ❑ Hot full meal entrée delivered meat, vegetables, pasta, potato or rice with soup and dessert. Cost \$9.00
- ❑ Hot entrée with a selection of either soup or dessert (not both soup and dessert). Cost: \$8.00
- ❑ Nutritional supplement drink (boost), soup or dessert single order \$2.00 per choice.
- ❑ Special diets, pureed and minced, may be ordered by request. The exact pricing applies as described above. A minimum order of 12 entrees is required.
- ❑ Frozen Meals – order from the menu. It is your choice. Delivered to your door or picked up. No delivery fee. Cost: \$6.00 per meal.



We do offer special diets (minced, puree, low sodium and low potassium diets upon request.

Volunteers deliver the meals and provide a safety check.



Call **705-746-5602** for more information

www.parrysoundsupportservices.ca



Shopping Your Way

Let us know what you need.

We will shop for you.



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**Community
Support Services**

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PH: 705-746-5602

Call:

705-746-5602

Who is eligible? Individuals 65 years of age and older who :
are not able to physically shop due to an illness,
disability and or isolation.

As easy as.....

1. Call our office to apply 705-746-5602.
2. We will ask you to complete an application.
3. Make a descriptive shopping list of your needs.
4. A volunteer will shop for you and deliver the groceries to you.
5. Our office will record the request, the purchase and invoice you.
6. You will be charged the full amount for the groceries purchased and for the grocery delivery.

Meals on Wheels Frequently Asked Questions

The Meals on Wheels Program is a service for older people and others who need assistance with meal preparation and are seeking a well-balanced meal.

What do the meals consist of?

Meals on Wheels provides a rotating menu of hot meals that vary daily. Our menu follows the **Canada Food Guide to Healthy Eating**, providing 1/3 of a senior's daily food intake. The meal plan consists of a serving of protein (meat or vegetarian), vegetables and pasta/rice or potato, a soup and a dessert.

Clients can order the entrée without the soup and dessert or the entrée with either the soup OR the dessert.

Our entrees consist of foods prepared in tasty, nutritious ways such as Salisbury Steak with a half-baked potato, Meatloaf with mushroom gravy (a popular item!), Lemon Salmon on a bed of rice, Steak Pot Pie, Chicken Pot Pie, Honey Mustard Ham, to name just a few. All meals are served with a different assortment of vegetables. Various soups are available – chicken noodle, beef barley, squash, cauliflower, mushroom, etc. Our tasty desserts include butter tarts, chocolate fudge cake, and deep Dutch brownies. We also offer a diabetic option for carrot cake, maple chocolate mania cake, orange citrus cake and cheesecake.

How does someone arrange to receive meals?

The first step is to contact our office to complete an application. Contact our office at 705-746-5602.

PLEASE BE ADVISED THAT THERE IS A WAITING LIST FOR HOT MEALS ON CERTAIN DAYS OF THE WEEK.

Who delivers the meals?

Volunteers deliver the meals to your door. They provide a warm smile and caring attitude and can add security to your daily life. They are the eyes and ears of our services and often alert our office of an individual's additional needs.

When are the meals delivered?

Hot meals are delivered Monday through Friday, both in the morning and the afternoon, as many days as requested. Morning deliveries leave our kitchen at 11:30 a.m., and afternoons at 2:15 p.m. Meals may be cancelled contingent on our office receiving notice by 9 a.m. on the same day without any cost. You can also cancel deliveries for extended periods, i.e. if you are going to be away for a hospital stay/vacation, your program will be reinstated once you are home again. To cancel meals, contact our office at 705.746.5602

WE DO NOT DELIVER ON STATUTORY HOLIDAYS –ANOTHER GREAT REASON TO COMBINE THE FROZEN MEAL PLAN WITH YOUR HOT MEAL DELIVERY. WE ARE ALSO CLOSED THE WEEK BETWEEN CHRISTMAS AND NEW YEAR'S DAY.

Frozen meals

Many of our clients find frozen meals a convenient complement to the hot meal plan, enjoying the assurance of having a ready dinner at their convenience on weekends or holidays. The frozen meal options are the same as the hot meal menu and can be heated at your convenience in the microwave or oven and stored in your freezer for up to three months. These meals can be delivered from our freezer to yours Monday through Friday, either in the morning or the afternoon.

Therapeutic Diets

Our therapeutic menu offers pureed, minced, restricted sodium, low-fat, diabetic, gluten-free, renal and lactose-intolerant meals. Because of restrictions, options are limited, and a minimum order of 12 meals is required. Contact our office at 705.746.5602 for a full menu.

Special Delivery Arrangements

Please be advised that our volunteer drivers will only leave meals if they can be assured that they will be adequately covered and refrigerated. Our office must receive specific delivery instructions by 9 a.m. on the day of delivery.

What if I don't answer the door when the volunteer arrives with my meal?

THE VOLUNTEER WILL NOTIFY THE CSS OFFICE IF YOU DO NOT ANSWER THE DOOR.

The volunteer will knock and enter your home if the door is unlocked. If they find you in an emergency, they will immediately call 911 and contact the office to advise us. If the door is locked, they will attempt to contact you by phone. If they cannot deliver the meal, it is returned to the office, and we will try to contact you by phone again. If there is still no answer, we will call your listed contact to apprise them of the situation.

Do volunteers perform other helping tasks?

Occasionally, volunteers are asked to assist with a task. However, their purpose is different. Volunteers are there to deliver your hot or frozen meal rather than to perform tasks. They will also check in to ensure you are safe, secure and feeling well.

If you have another need other than meals, your volunteer may act as a link to our office and resources. The volunteer will report your need, concern or another request to our office, and we will contact you. As for assistance with other tasks, it isn't that a volunteer doesn't want to help; they are on route delivering hot meals to others and need to be off to their next delivery.

Friendly Visiting

Volunteers can visit briefly but only have time for a quick check-in. If an extended lunchtime visit is something that you would enjoy, contact our office and inquire about our Friendly Visiting Service at 705-746-5602 for more information.

Health & Safety

Meals on Wheels is compliant with Health and Safety regulations. Once you have accepted your meal or frozen food, you assume responsibility for proper handling and storage.

Volunteer Safety

We are very concerned about volunteer safety. Please advise the CSS office of any concerns that are an issue for the safety or well-being of the volunteer—for example, pets or safe entrance.

Complaints

The client's concerns are our concerns. CSS client satisfaction surveys help us track how well we meet clients' needs. CSS is concerned about food quality, temperature, texture and variety. We also want to ensure that the office staff and volunteers respond to your needs.

To share your thoughts, don't hesitate to contact the CSS office and help us serve you and the community as best as possible.

Privacy

All client information is private, confidential and respected. A release of data and privacy information sheet is provided to inform the client and is signed by the client.

Returns and Refunds

Food items may not be returned once delivered to the client, nor will refunds be issued for items ordered by the client or a caregiver. Refunds might be given if a defect is found in the food immediately upon delivery or an error occurs in service delivery.

Please note: the client will be charged for undeliverable meals because no one is at home to accept the food unless there are extenuating circumstances. It is essential to let us know if you will be away.

Pricing

While some activities and services provided through our office have no user fees and are supported through donations, the Meals on Wheels Program does require payment. The office sends out invoices at the end of each month, either directly to the client or to a chosen representative of the client. The

preferred payment method is through electronic transfers or cheques made to *Community Support Services*. We respectfully request that the drivers not be given cash payments.

Invoices

The office will invoice you at the end of each month. Invoices may be directed to someone other than the client if that person is in charge of the client's business affairs. Payments are made to Community Support Services.

Funding and Donations - Ontario Health North partially funds the West Parry Sound District Community Support Services. The Kindness Project, Be a Santa to Senior, and other associated projects are made possible through donations. Ways to Donate – Mail or drop off a cheque or cash call to arrange or e-transfer to finance@csswest.ca; please specify in the memo that it is a donation.

Remember - If you require assistance beyond meals, your driver may act as a liaison to our office and resources. The volunteer will report your request to our office, and we will contact you.

Call our office for more information: (705) 746-5602, or drop by the office. Directions to Community Support Services Office: The CSS office is located on the ground level of Belvedere Heights at the lower back entrance. Look for our sign that says West Parry Sound Community Support Services with our logo.

WE ARE MORE THAN A MEAL. We have a basket of services, tasks and projects that we can connect you to if you wish:

- Shopping Companions
- Kindness Connections
- Friendly Visiting Program
- Senior Exercise Classes
- Lunch & Learn
- Volunteer Transportation
- Home Maintenance
- Service Information and Referral
- Ask our office about other opportunities