

Policy Statement

To provide home delivered nutritious meals which promote health, well-being and independence for persons that are unable to obtain or prepare their own meals.

Referrals:

- The client, family friends, neighbors, health care workers, social service workers or any concerned individuals who is in contact with the client can make referrals.
- The client must agree to receive this service, regardless of who make the referral.

Assessments/Criteria

The assessment will be completed by the FCSS Coordinator and is to include the following criteria:

- the client is unable to make or otherwise obtain regular meals due to physical, mental or other challenges.
- the client's ability to remain independent is in jeopardy.
- providing services to the client is within the capabilities and resources available to FCSS
- There are no other viable options available to the client

Any appeals will come to the Board. The Board will make the final decision.

Clients Obligation

- Clients must provide safe access to their premises for those delivering meals.
- Clients must be at home when meals are delivered.
- Clients agree to pay for each meal as per agreement.
- Monthly invoices must be paid when due.
- Clients must notify Coordinator at 789 864 3500 if any meals are to be cancelled by 9:00 am .

Criteria for Discontinuation of Services

- at the discretion of the Coordinator and to include:
 - . when the client does not accept the conditions of the service
 - .when the service no longer meets the needs of the clients
 - .when the client no longer needs the service
 - .when the client requests the service to be discontinued
 - .when volunteers or staff encounter difficulties, which cannot be managed
 - .when the client is uncooperative or abusive to volunteers or staff

Volunteer Considerations

- .Volunteers shall complete: Volunteer application, confidentiality and security clearance forms
- . Volunteer must have a valid Driver's License
- . Volunteers shall notify the Coordinator when replacement is required

- .Volunteers shall contact the Coordinator if they have concerns regarding the client
- .All client information shall remain strictly confidential
- .Volunteers are not required to deliver a meal to client if access is unsafe, or if they are at risk in any way
- .Volunteers shall not enter a client's premises if a client is not at home.