

## **CLEARVIEW LODGE - MEALS ON WHEELS**

### **PROGRAM GUIDELINES – FOR CLIENT (Volunteered Delivered Meals)**

1. Client must meet criteria (attached) and submit a signed referral form
2. Client meal account is set up at the Taber & District Housing Foundation Office (account # is issued to meal recipient) – Accounts set up prior to 12:00 noon will start meal delivery the next business day
3. Meals are delivered Monday to Friday, except Statutory Holidays, between 11:45 am – 1:00 pm. A yearly calendar is provided showing dates meals are delivered
4. Meal cancellations can be made at any time prior, but no later than 10:00 am the day of the meal being cancelled by calling **403-223-2767 ext 6, option 2.**
5. All meals delivered must be signed for by client upon receipt.
6. If a meal is delivered and no one is home an **Unable to Deliver Slip** is left in the door and client is billed for the meal.
  - EXCEPTION: If client has been admitted to the hospital and our office has been notified within 24 hours by calling **403-223-2767 ext 6, option 2,** the client will not be charged for the missed meal.
7. If a meal is undeliverable the Emergency Contact is contacted by the TDHF Administrative Associate by the next morning.
8. To add or delete meals from the delivery schedule or to discontinue meals, call the TDHF Office **by 10:00am (or any time before that) on the day** you would like the changes to be made at **403-223-2767 ext 6), option 2.**
9. If you have any concerns regarding your meal please contact the TDHF office at **403-223-2767, ext 6, option 2**
10. Effective April 1, 2016 cost of meals is **\$9/meal** (for volunteered delivered meals). Client is billed on a monthly basis and the meals are paid by pre-authorized debit (signed at time of meal delivery set-up) on the first day of the month following the month of meal service. The monthly billing cycle runs from the third last business day of one month to the third last business day of the next month.

11. In the event Clearview Lodge is under quarantine; a courtesy phone call will be placed and you, or your designated Emergency Contact, will be advised that the lodge is under quarantine. At this time your meal delivery will be suspended until further notice. Once the quarantine has been lifted you will be advised the day ‘before’ the meal service will resume.
12. Please call 403-223-2767 ext 6, option 2, if you were expecting a meal and one did not arrive.

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## **FOOD STORAGE TIPS**

### **Food Poisoning:**

Most people experience food poisoning some time in their life. There are two million food poisoning cases in Canada annually. There are probably 10 or more for every case reported.

As we age, the acid content in the stomach decreases so older people do not have the protection of younger people. Also, certain drugs may inhibit the ability to resist food poisoning bugs. We must take extra precautions when providing food for those who are older.

### **Leftovers:**

It is hard for thrifty people to throw out food. Sometimes people forget what they have stored in the refrigerator or how long it has been there. It is best to label and date food so people know when they received it. The sense of smell and taste can be reduced in older people and they may not detect spoilage. The best motto is “When in doubt, throw it out”

### **Containers:**

All soup and main entrée containers are freezer, microwave and oven safe. Containers are able to go directly from the freezer to the microwave or the oven once the sealed plastic cover has been removed.