



## Municipality of Crowsnest Pass Policy

Policy No.:	1205-02
Policy Title:	Meals on Wheels Policy – Family and Community Support Services
Approval Date:	April 4, 2023
Supersedes Policy:	1205-01 – CS 003
Department:	Community Services- Family and Community Support Services Advisory Committee

### 1.0 POLICY PURPOSE

A policy of the Municipality of Crowsnest Pass under Family and Community Support Services to ensure operation the Meals on Wheels Program. Meals on Wheels provides hot nutritious noon-day meals, Monday through Friday to any person within the Municipality, who through illness, age, or disability has difficulty providing meals for themselves.

### 2.0 DEFINITIONS

**“Municipality”** means the corporation of the Municipality of Crowsnest Pass located in the Province of Alberta.

**“Meals on Wheels”** means a program that delivers meals to a customer’s door.

**“FCSS”** means the Family and Community Support Services Program for the Municipality of Crowsnest Pass.

**“FCSS Advisory Committee”** means the Family and Community Services Advisory Committee of the Municipality of Crowsnest Pass.

**“FCSS Programmer”** means the position of FCSS Programmer for the Municipality’s Family and Community Services Department.

**“Volunteer Drivers”** means people who volunteer to deliver meals on wheels.

**“Community Members”** means citizens that reside in the Municipality of Crowsnest Pass.

**“Stipend”** means money provided to cover the cost of fuel to deliver meals on wheels.

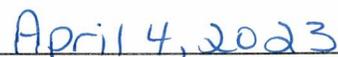
**“MDM Community Services Office”** means the office of the Community Services Department located in Room # 1 – 2802-222 street in Bellevue.

### 3.0 POLICY STATEMENTS

- 3.1 Community Members are eligible to receive meals if they have the following but not limited to; elderly, frail, convalescing, ill, have mobility issues, or have vision issues. Customers may be required to provide a doctor's note.
- 3.2 Customers contact the FCSS Programmer by telephone or in person at the MDM Community Services Office to register for Meals on Wheels.
- 3.3 All meals must be paid for in advance/prior to receiving meals. Delivery of meals will not commence until payment has been received.
- 3.4 Customers are to provide a minimum of 24 hours' notice to make changes to meals or cancel meals. If proper notice is not received, the customer will be invoiced for the meal and be responsible to pay.
- 3.5 Meals on Wheels are delivered weekdays between 11:30am-1:00pm including statutory holidays.
- 3.6 Meals on Wheels are delivered by volunteer drivers. A stipend will be provided to volunteer drivers to cover the cost of fuel to deliver the meals. Stipend rate determined and set by the FCSS Advisory Committee on an annual basis.
- 3.7 Meals on Wheels Volunteer drivers must provide a satisfactory criminal record check with vulnerable sector check as well as a satisfactory driver abstract prior to commencing volunteering with the Meals on Wheels program.
- 3.8 Meals on Wheels food service provider contracts will be reviewed and completed on an annual basis.
- 3.9 In the event the food service provider is under quarantine, or unable to provide service, the FCSS Programmer will seek out an alternative meal provider until the quarantine has ended. If an alternative service provider is not possible, the Meals on Wheels deliveries will be suspended, and customers will be notified.

#### MUNICIPALITY OF CROWSNEST PASS

  
\_\_\_\_\_  
Mayor

  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Chief Administrative Officer

  
\_\_\_\_\_  
Date