



City of Cold Lake Meals on Wheels Service Policy

POLICY NUMBER: 210-FC-20

Approval Date: _____

Revise Date: _____

Motion Number: : _____

Repeal Date: _____

Supersedes: _____

Review Date: _____

1.0 **Policy Intent**

The intent of this Policy is to provide a guide to the operations of the City of Cold Lake Meals on Wheels Service (CCLMoWS).

2.0 **Purpose**

The purpose of this Policy is to act as a guideline for the City of Cold Lake Administration to follow on the service parameters, priorities and operations of the CCLMoWS.

3.0 **Policy Statement**

The goal of this Policy is to outline appropriate use of the CCLMoWS, including use, limitations, fees, service parameters and volunteer, client and caterer guidelines.

4.0 **Managerial Guidelines**

4.1 The CCLMoWS is designed to provide a daily meal to seniors (65+), and eligible adults as per section 4.2 of this Policy, within the boundaries of the City of Cold Lake and Ward 5 and 6 of the MD of Bonnyville.

4.2 Client Eligibility:

4.2.1 The following individuals are eligible for the CCLMoWS and will hereby be referred to as Clients:

4.2.1.1 Seniors (adults over the age of 65);

4.2.1.2 Adults who are chronically ill;

4.2.1.3 Adults living with a physical or mental disability;

4.2.1.4 Adults recovering from surgery or illness; and

4.2.1.5 Adults undergoing medical treatment.

4.3 Client Registry:

4.3.1 All clients wishing to utilize the CCLMoWS, and who meet the eligibility criteria set out in section 4.2, are required to pre-register for the service.

- 4.3.2 Annual registration is required. Failure to do so will result in a discontinuation of services.
 - 4.3.3 Registrants must inform Cold Lake and District FCSS of any changes that may impact their eligibility status.
- 4.4 Parameters of Service:
 - 4.4.1 The CCLMoWS is intended to provide Clients, should they meet the eligibility requirements as per section 4.2, of the City of Cold Lake with a daily meal.
 - 4.4.2 Depending on the obtainability of volunteer drivers and / or the unforeseen availability of grant funds, the service could be opened up to sections of the MD of Bonnyville, Wards 5 and 6.
 - 4.4.3 CCLMoWS will be available Monday to Friday, except on statutory holidays.
- 4.5 Cancellation of Service:
 - 4.5.1 All attempts will be made to reduce any cancellation in service.
 - 4.5.2 Any cancellation of service will be at the discretion of the Cold Lake and District FCSS Manager in consultation with the General Manager of Community Services.
 - 4.5.3 Cold Lake and District FCSS Staff will assist with the delivery of service when a volunteer is unavailable.
- 4.6 Fees:
 - 4.6.1 Meal increases will be recommended to City Council by the Chief Administrative Officer during the annual budget period or sooner if needed.
 - 4.6.2 Clients will be billed on a monthly basis by the City of Cold Lake.
- 4.7 Drivers:
 - 4.7.1 Drivers for the CCLMoWS will be volunteer drivers;
 - 4.7.2 FCSS Administration will be responsible for the recruitment of the CCLMoWS volunteer drivers.
 - 4.7.3 Drivers are required to provide:
 - 4.7.3.1 Completed City of Cold Lake form 51-00-28, the Volunteer Services Application;
 - 4.7.3.2 Criminal record check; and
 - 4.7.3.3 Valid class driver's license, insurance, and registration.
 - 4.7.4 Cold Lake and District FCSS Administration will be responsible for providing the drivers with items necessary to carry the meals and an identification tag.
- 4.8 Caterer:
 - 4.8.1 The caterer will provide meals daily in accordance with section 4.3 of this Policy.

5.0 References

- City of Cold Lake Special Transportation Services Policy 138-FC-11

6.0 Persons Affected

All registered clients of the CCLMoWS, the CCLMoWS Driver(s), caterers, and Cold Lake and District FCSS Staff.

7.0 Revision/Review History

Date

Mayor

Date

Chief Administrative Officer