

<b>Policy Title</b>	Family and Community Services Advisory Board – Meals on Wheels Policy
<b>Authority</b>	FCSS Advisory Board
<b>Approved (Dates/Motion #)</b>	September 5, 2023 (M#FCSS65/2023)
<b>Policy Number</b>	P-FCSS012
<b>Review</b>	Annual at AGM
<b>Reviewed by</b>	Advisory Board on September 5, 2023

### Policy Statement

The FCSS Advisory Board is responsible to develop, maintain, and provide preventative based social programs and support services in Bassano pursuant to the Family and Community Support Services Act, the Family and Community Support Services Regulation, and the Town's strategic plan.

### Purpose Statement

The purpose of this policy is to clearly establish roles and responsibilities for the delivery of the Meals on Wheels Program offered in Bassano.

### Definitions

**Director** – means the FCSS Director, an employee of the Town, that is dedicated to the FCSS Advisory Board managing social programs and services.

**FCSS Advisory Board** – a volunteer advisory board of directors appointed by Council with the responsibility of leading and managing social programming in the Town.

**Town** – means the incorporated municipality of Bassano.

**Playfair Lodge** – means the representative of the Newell Housing Foundation providing the services for the Program.

**Recipient** – means the person who is receiving the program.

**Program** – means the preparation and delivery of hot meals to approved recipients in Town; Meals on Wheels.

**Program Administration** – means intake of applications, communicating program recipients needs and performance of annual reporting to maintain the Program.

### Responsibility

It is the responsibility of the Director to ensure this policy is implemented.

### Process

1. The Program will align with the [FCSS program Handbook](#) and must follow FCSS reporting guidelines based on the [FCSS Measures Bank](#).
2. The Program will align with P-FCSS007 Programming Policy.
3. The Program is not subsidized by the Town or the FCSS Department.
4. The Director shall ensure Program Administration is maintained, and facilitated annually with a clearly defined program outline, objective, and measurement matrix.
5. The Director shall provide Playfair Lodge with recipient enrollments, delivery destination, meal frequency, and contact information for Program facilitation.
6. Playfair Lodge shall prepare meals in an approved facility for the Program.
7. Playfair Lodge shall provide and coordinate transportation of meals.
8. Playfair Lodge shall invoice the Town on a monthly basis for the Program.
9. The Town will pay Playfair Lodge directly for the Program, and invoice Program recipients accordingly.
10. Defaulted meal payments will be maintained through the FCSS budget.
11. The policy shall be reviewed annually by the FCSS Advisory Board to ensure its purpose and validity.

### Eligibility Requirements

1. Reside in the Town's corporate limits.
2. Complete and submit an enrolment application (Appendix A).
3. Recipients must maintain a good standing of their account. Any recipient that defaults on their account or has a balance outstanding after 45-days will be immediately suspended from the Program until the account balance is paid in full.

### Roles and Responsibilities

<b>Director</b>
<ol style="list-style-type: none"> <li>1. Support the Program by effectively communicating needs between Recipient and Playfair Lodge.</li> <li>2. Complete accounting services and maintain accurate records.</li> <li>3. Complete an annual Program review with Playfair Lodge</li> </ol>
<b>Playfair Lodge</b>
<ol style="list-style-type: none"> <li>1. Set the rate for Program meals annually and report rates to the Town.</li> <li>2. Maintain financial responsibility of production and distribution of Program meals.</li> <li>3. Invoice the Town for Program delivery on a monthly basis for the meals distributed.</li> </ol>
<b>Applicant</b>
<ol style="list-style-type: none"> <li>1. Complete the enrolment application and submit to the Director.</li> <li>2. Maintain account balance. Unpaid accounts will result in suspension from the Program.</li> <li>3. Communicate changes to scheduled delivery 48 hours in advance to Playfair Lodge.</li> </ol>

Policy Reference

1. P-FCSS007 Programming Policy

END OF POLICY

Approved

## Appendix A

### Meals on Wheels Application for Enrolment

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Bill to: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Town/Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Next of Kin: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Starting Date: \_\_\_\_\_

End Date: \_\_\_\_\_

Delivery Schedule:

Monday  Tuesday  Wednesday  Thursday  Friday

Signature of Client: \_\_\_\_\_

Meals on Wheels is an unsubsidized pay per use program operating on a monthly billing cycle. Unless otherwise specified Bassano FCSS will confirm continued enrollment on an annual basis.

If you would like to preauthorize your monthly payments, please complete the credit card information below.

Credit Card Information	
Card Type:	<input type="checkbox"/> MasterCard <input type="checkbox"/> VISA <input type="checkbox"/> Other _____
Cardholder Name (as shown on card):	_____
Card Number:	_____
Expiration Date (mm/yy):	_____
Cardholder Postal Code (from credit card billing address):	_____

I, \_\_\_\_\_, authorize \_\_\_\_\_ to charge my credit card above for agreed upon purchases. I understand that my information will be saved to file for future transactions on my account.

Any recipient that defaults on their account or has a balance outstanding after 45-days will be immediately suspended from the Program until the account balance is paid in full.

Consent Initial \_\_\_\_\_

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

This information is being collected for the purpose of Meals on Wheels Services pursuant to the provisions of the Municipal Government Act and its regulations and pursuant to Section 32 (c) of the Freedom of Information and Protection of Privacy Act.