

Milton Meals on Wheels Agreement

Meals on Wheels

Delivery of meals can be for short periods of time or long periods of time. We deliver lunch-time meals Monday to Friday. Meals can be a hot meal or frozen meals.

At any time meals can be cancelled or transition can be made to another type of meal, like frozen meals or to different delivery days.

We can answer your questions or assist you through the ordering process. Cancellation should be done with as much notice as possible. If you need to cancel at short notice, or if you will be away during the delivery time, please phone the office before 9:00 a.m. on the day of delivery.

We respect you and will treat you with courtesy and care. A Client Bill of Rights is included with this information package. In turn, please respect the volunteers and staff who will be delivering meals, by treating them with courtesy and by maintaining a safe environment.

Responsibilities:

- **Volunteers** - to deliver meals and provide a check on your well-being.
- **Meals on Wheels Staff** - to assist you in ordering and delivery of meals, as well as in payment details and inquiries and ensure you received quality service and nutritious meals.

Volunteers and staff have been screened and trained to provide excellent service and quality. Your safety is a primary concern and in the case of any emergency situation requiring immediate medical professional care, 9-1-1 will be called.

Your feedback or comments are important to us. At any time, if you have comments or questions about the services or people at Milton Meals on Wheels, or about your invoicing or payments please call us at:

905-878-6699