

Capacity Building Initiative

Central Community Support Services Network

Senior Service Delivery Guidelines Meals Delivery Services

Meals Delivery (FC 7258210)

Definition:

Pertaining to activities that arrange meals delivery to service recipients at their residence to meet their nutritional requirements. The meals are delivered by volunteers who may provide a regular social contact and check the health and safety of the service recipient [OHRS, 2008]

Sources Cited:

	Accreditation Canada
	Apetito
BoC	Balance of Care
	Bernard Betel
BLHCS	Better Living Health and Community Services
CHATS	Community Home Assistance to Seniors
	Circle of Care
	Department of Health-Virginia
DWTC	Doorways to Care
HACCP	Hazard Analysis Critical Control Point
	Health Canada
	Meals on Wheels Association of America
MOW and More	Meals on Wheels and More
OACCAC	Ontario Association of Community Care Access Centres
OCSA	Ontario Community Support Association
OHRS	Ontario Healthcare Reporting Standards
	Toronto Public Health
CSS Network	Central Community Support Services Network
SCW	St. Clair West Services for Seniors
	Toronto Public Health
COC	Circle Of Care

Access: defined as “the opportunity a consumer has to fully benefit from a necessary specified service, as well as necessary concurrent and follow-up services in a timely way” (CLHIN: Making a Difference, 2008)

Practice	Criteria	Source
<p><i>Agency has clearly defined and communicated Eligibility Criteria</i></p>	<p>Eligibility Criteria includes (but not limited to):</p> <ul style="list-style-type: none"> • Inability to prepare nutritious (as per Canada’s Food Guide) meals due to physical, cognitive, developmental, psychological limitations • Personal independence is dependent on nutritional support • Within agency defined catchment area • Client/caregiver agrees to a Telephone Assessment which will include an evaluation of nutritional risk and an assessment to identify need for home visit and/or need for referral for additional/other services • Agency has in place a nutritional screening tool to identify risk levels to determine eligibility (initially and ongoing) and to identify need for referral for nutritional counseling • Client/caregiver is able, and confirms agreement, to Terms of Service 	<p>BoC, CHATS, COC Dept of Health-Virginia, Canada’s Food Guide</p>
<p><i>The menu is planned to provide variety with consideration to the food choice preferences (cultural taste), needs (diet specific) and abilities of the general client population.</i></p>	<p>Agency provides a minimum of 3 week menu rotations for clients with no limitations in diet. This will include foods from all 4 food groups in each meal.</p> <p>Availability of Special Diets may include:</p> <ul style="list-style-type: none"> • Low Salt • Diabetic • Renal • Lactose Free • Vegetarian • Minced • Pureed • Gluten free <p>Access to culturally specific meals where demographics indicate substantial need</p>	<p>Accreditation Canada, OCSA, Canada’s Food guide</p>
<p><i>Agency has a written policy regarding fee for service (if applicable)</i></p>	<p>Agency clearly posts fees for service should client require or request a service that requires payment</p> <p>Policy in place for income verification in case of subsidy request (if applicable) (See Best Practice - CHATS)</p>	<p>CHATS COC</p>

Practice	Criteria	Source
	Subsidy criteria include: <ul style="list-style-type: none"> • Income verification/financial subsidy form 	
<i>Agency has written policy on responding to new requests for service</i>	Policy to include <ul style="list-style-type: none"> • Availability of service • Accommodation of same-day service • Confirmation time • if applicable, waiting list update 	
<i>The Service Provider provides a timely response to telephone requests for information or service for existing clients</i>	Service protocols include: <ul style="list-style-type: none"> • A maximum length of time for supervisors to return routine calls/messages that does not exceed 24 hours or the next business day • Processes to routinely connect callers in a timely manner to a staff member who has the ability to meet their needs • Field staff check their voice mail a number of times per shift (if applicable) • Callers to the Service Provider's main line can speak to a person during regular business hours • Agency policy exists to address after hours procedures 	OCSA

Coordination: defined as “the provision of harmonized services and service policies at the organization/system level and at the client/caregiver level” (CLHIN: Making a Difference, 2008)

Practice	Criteria	Source
<i>Meals on Wheels services are available to provide meals to cover seven days a week in one or any combination of hot, cold plate, chilled and/or frozen.</i>	Written policy in place that defines the scope of service and the days and times of specific deliveries (See Best Practice - CHATS)	BLHCS, CHATS COC
<i>Agency has process in place to refer clients when meal delivery needs cannot be met or require further assessment</i>	Process includes referral to an appropriate agency within 2 business days of request for service; e.g.: <ul style="list-style-type: none"> • Food Banks • Nutrition Counseling • Diners Club • Other agency • In-Home Meal Prep 	DWTC
<i>Agency has a process to identify other independent living service needs</i>	Upon identification of needs, a referral is made to other services within agency or externally, within 2 business days	DWTC
<i>Agency liaises with formal and informal supports to deliver service</i>	Agency maintains contact with client/caregivers (formal or informal), as needed, to ensure coordinated delivery of services	

Efficiency: a measure of the value derived from a set of resources to produce a specific result. From an economics perspective, efficiency is a relative measure of the ratio of inputs (resources) to outputs (results) (CLHIN: Making a Difference, 2008)

Practice	Criteria	Source
<p><i>The agency has a written agreement with the food provider (if applicable)</i> <i><u>(See Best Practice – CHATS)</u></i></p>	<p>Contract outlines:</p> <ul style="list-style-type: none"> • Duration of contract is clearly defined and documents for a minimum of 1 year • A Termination Clause for both parties which requires written notice on a minimum of 90 days • Notice of order cancellation/alternate provision • Payment Terms • Cost and pricing of meals and delivery and any other considerations • Proof of Insurance coverage • Meal labeling (if applicable) • Nutrient content (as recommended by Canada's Food Guide) • Responsibilities and Liabilities of each party • Compliance with HACCP or applicable Food Inspection Agency • Designated drop off locations (if applicable) • Return/refund policy 	<p>CHATS, Canada's Food Guide</p>
<p><i>Waitlist Management</i></p>	<p>If a short-term waiting list needs to be established, priorities for services shall be determined</p> <p>Provider updates the wait list monthly</p>	<p>OACCAC</p>

Quality: related to values and client expectations. It requires consistent performance of a uniform product and denotes achievement or excellence in the eyes of the beholder. Operationally, it is an ongoing process of building and sustaining relationships by assessing, anticipating, and fulfilling stated and implied needs. Implementation of a quality culture requires up-front identification and definition of stakeholders' needs (CLHIN: Making a Difference, 2008).

Practice	Criteria	Source
Agency must have an individual Client Agreement with each client/caregiver	<p>Client Agreement must include:</p> <ul style="list-style-type: none"> • Fee for service (if applicable) • Terms of payment • Cancellation Policy (See Best Practice – MoW and More) • Return/refund policy 	MOW and More
Meals are planned to provide food as recommended by Canada's Food Guide to Healthy Eating and Health Canada's Recommended Nutrient Intake.	See Canada's Food Guide to Healthy Eating	OCSA, Health Canada
The agency which prepares its own meals is in compliance with the Health Promotion and Protection Act, meets the relevant codes for meal preparation, is able to provide documentation (if applicable)	<ul style="list-style-type: none"> • Agency is in compliance with applicable local Public Health Department, local public health standards (see applicable local Public Health website) • Paid staff have acquired Food handling certification • Volunteers are trained on safe food handling • Agency has written process in place for training and supervision of volunteers 	Bernard Betel, Toronto Public Health
The agency which engages an outside food source(s) enters into an agreement with a food source which is in compliance with the Health Promotion and Protection Act (see Sample Meals on Wheels and More Agreement)	<p>The outside source is an HACCP approved organization (see Canadian Food Inspection Agency website)</p> <p>The outside source meets the relevant codes for food and meal storage, handling, preparation and service and is able to provide documentation</p>	HACCP
Equipment for delivery or holding of food retains the nutritional quality and maintains the safe temperature of meals to clients home	<ul style="list-style-type: none"> • Equipment is used for its intended purpose and kept in good condition • Frozen meals are maintained at -18°C or less • Cold meals are maintained at 5°C or less • Hot meals are maintained at 60°C or higher • Temperature probes are sanitized between usages 	Toronto Public Health

Practice	Criteria	Source
	<ul style="list-style-type: none"> Storage freezers and refrigerators are equipped with thermometers 	
<p><i>Agency has documented process in place for Continuous Quality Improvement</i></p>	<p>Quality Control includes:</p> <ul style="list-style-type: none"> Meal Temperature testing for individual Hot & Cold Meals are completed at minimum quarterly and documented (at source, at delivery point, mid-route, at end of route) Temperature logs are maintained Hot and Cold Meals are delivered in separate containers Meal quality (nutrition, portion size, presentation, packaging, instructions, menu selection) check is completed at minimum every 6 months Temperatures of freezers containing Meals are monitored daily and recorded weekly along with cleanliness and ice build-up Frozen Meals are delivered or disposed of prior to expiry date Thermal bags, coolers, food probes and other equipment are monitored and sanitized appropriately 	<p>Toronto Public Health</p>
<p><i>Agency has policy in place that ensures all Meals are delivered in a timely manner</i></p>	<p>All meals are kept in insulated containers and delivered from the point of delivery to the client's home within 2 hours (as per Apetito)</p> <p>Scheduled planned routes for delivery should not exceed 2 hours</p>	<p>Apetito</p>
<p><i>Agency has an Emergency Preparedness Guidelines</i></p>	<p>(See Emergency Preparedness Standards and Implementation Guidelines- MoW Association of America)</p>	<p>MoW Association of America</p>
<p><i>Meal Deliverers meet minimum requirements</i></p>	<p>Volunteer Drivers meet the following criteria: (See Transportation Best Practice Guidelines – CSS Network)</p> <ul style="list-style-type: none"> Personal or agency vehicles used in transportation services are insured as required by the Province of Ontario with Proof of Insurance Valid Ontario Driver License Acceptable Completed Driver's Abstract on hire Acceptable Vulnerable Sector Screening on hire Agency Training and Orientation including Confidentiality and Conflict of Interest <p>Other Volunteers must have:</p> <ul style="list-style-type: none"> Acceptable Vulnerable Sector Screening (on hire) 	<p>CSS Network</p>

Practice	Criteria	Source
	<ul style="list-style-type: none"> Agency Training and Orientation including Confidentiality and Conflict of Interest 	
<i>Agency has a written and signed job description for each staff and volunteer position</i>	Volunteer Driver/Runner (See sample - CHATS) Volunteer Captain (See sample - CHATS) Meals on Wheels Coordinator (See sample - Better Living)	CHATS, Circle of Care, BLHCS
<i>Agency provides a service specific Orientation and Procedure Manual</i>	Training and Orientation Manual includes: <ul style="list-style-type: none"> Agency history Service and Agency overview Overview of client base and eligibility for service criteria Rights and Responsibilities of Client and Volunteer Code of Conduct Health and Safety procedures Emergency Procedures Infection Control guidelines Driving Safety Procedure on Collision Common Questions Agency procedures/policies Safe food handling practices Volunteers are sensitized to potential risk factors which may include: Changes in client health and mobility, nutritional and food storage status, environment and access to home Volunteers are required to report risk factors observed 	CHATS, BLHCS, SCW
<i>Agency provides ongoing in-service training to volunteers and staff</i>	Annual training includes review of procedures, safe food handling, and client specific topics	CSS Network