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## City of Cold Lake Meals on Wheels Service Policy

POLICY NUMBER: 210-FC-20

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Approval Date: July 14, 2020

Revise Date: August 27, 2024

Motion Number: CRM20200714.1004

Repeal Date:

Supersedes:

Review Date:

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### 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:

- 2.1 Act as a guideline for the City of Cold Lake Administration to follow on the service parameters, priorities, and operations of the CCLMoWS.
- 2.2 Outline responsibilities of the clients, drivers, caterers, and service delivery 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 4.5 of this Policy, within the boundaries of the City of Cold Lake.
- 4.2 Parameters of Service:
  - 4.2.1 The CCLMoWS is intended to provide residents, if they meet the eligibility requirements as per section 4.5, of the City of Cold Lake with a daily meal.
  - 4.2.2 Depending on the availability 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.
- 4.3 Hours of Operation:
  - 4.3.1 CCLMoWS will be available Monday to Friday, except on statutory holidays.

- 4.3.2 Meals will be available for pick up no later than 11:30 am from the caterer.
- 4.3.3 Volunteer drivers will pick up the meals no later than 11:45 am for delivery.
- 4.4 Cancellation of Service:
  - 4.4.1 There should not normally be any cancellation of the CCLMoWS.
  - 4.4.2 All attempts will be made to reduce any cancellation in service.
  - 4.4.3 Any cancellation of service will be at the discretion of the Cold Lake and District Family and Community Support Services (FCSS) Manager in consultation with the General Manager of Community Services.
  - 4.4.4 Cold Lake and District FCSS Staff will assist with the delivery of service when a volunteer is unavailable.
  - 4.4.5 Service may be discontinued after 90 days of non-payment, as per Policy No. 064-FN-00 Delinquent Account Collections.
- 4.5 Client Eligibility:
  - 4.5.1 The following individuals are eligible for the CCLMoWS:
    - 4.5.1.1 Seniors (adults over the age of 65);
    - 4.5.1.2 Adults who are chronically ill;
    - 4.5.1.3 Adults living with a physical or mental disability;
    - 4.5.1.4 Adults convalescing from surgery or illness; and
    - 4.5.1.5 Adults undergoing medical treatment.
- 4.6 Client Registry:
  - 4.6.1 All clients wishing to utilize the CCLMoWS, and who meet the eligibility criteria set out in section 4.5, must pre-register with Cold Lake and District FCSS. Clients must complete the registration package prior to receiving a meal.
  - 4.6.2 There will be an annual registration requirements update each year. Any client who refuses to provide the information requested for eligibility purposes will not be approved for the service.
  - 4.6.3 Registrants must inform Cold Lake and District FCSS of any changes that may impact their eligibility status.
- 4.7 Fees:
  - 4.7.1 Meal increases will be recommended to City Council by the Chief Administrative Officer during the annual budget period or sooner if needed.
  - 4.7.2 Clients will be billed on a monthly basis by the City of Cold Lake.
  - 4.7.3 The CCLMoWS fees are as follows:
    - 4.7.3.1 One fresh meal at \$12.00 daily.
- 4.8 Drivers:
  - 4.8.1 Drivers for the CCLMoWS will be volunteer drivers;
  - 4.8.2 FCSS Administration will be responsible for the recruitment of the CCLMoWS volunteer drivers.
  - 4.8.3 Drivers are required to provide:
    - 4.8.3.1 Completed City of Cold Lake form 51-00-28, the Volunteer Services Application;

- 4.8.3.2 Criminal record check including Vulnerable Sector; and
- 4.8.3.3 Valid class driver's license, insurance, and registration.
- 4.8.4 Cold Lake and District FCSS Administration will be responsible for providing the drivers with items necessary to carry the meals and an identification tag.
- 4.9 Caterer:
  - 4.9.1 The caterer will provide meals daily in accordance with section 4.3 of this Policy;
  - 4.9.2 The caterer will have the meals ready for pick up by the Delivery Driver by the times specified in section 4.3 of this Policy.
  - 4.9.3 Cold Lake and District FCSS Administration will inform the caterer by 9:00 am on the morning of delivery of any changes to the order.

**5.0 References**

City of Cold Lake Adaptive Transportation Services Policy No. 138-FC-11  
 City of Cold Lake Delinquent Account Collections Policy No. 064-FN-00

**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**

August 27, 2024 – Motion No. CRM20240827.1005 – Sections 4.2.2, 4.4.3, 4.4.5, 4.7.3.1, 4.7.3.2, 4.8.3.2, 4.8.5, References.

Sept. 4, 2024  
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 Date

Sept 5 2024  
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 Date

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