



Open weekdays 8:30am – 12:30pm
321 Main Ave. Halifax, N.S. B3S 0B5
902.429.4299 info@halifaxmealsonwheels.ca

Delivery Guidelines

Client List: We will send you a client list the day prior to delivery most of the time. Please acknowledge receipt of the email we send you regarding your delivery day. Look for notes or commentary about the clients. Please keep in mind the list contains confidential information.

Time Commitment: Pick up meals 9:45 for meal delivery for 10:00. Clients are told the window they must be home to receive their meals are 10 to 12:30.

Call the Office: If a client is not home or cannot be reached, call us before leaving the specific address and we will make further inquiries to advise on further action.

Payments: At times clients will ask you to delivery cash or cheque to the office.

Mileage: Mileage incurred when travelling from your home to the office, on delivery and on return to your home, may be claimed and a tax receipt is provided to you.

Auto Insurance: We suggest that you inform your auto insurance company.

Protocols: We love that you go above and beyond to get the meals to our clients and that you are concerned when they miss a meal. There are certain expectations we set for clients when we set up their account. We cannot leave meals unless the client is home to receive it. Some clients take longer to get to the phone due to decreased mobility. We expect the clients to keep their phone line free and to let the office know if they are cancelling a meal due to an appointment. Meals are not left sitting on Superintendent's desks, on doorsteps or in apartment hallways. Food safety is of primary importance. If a client leaves a cooler bag with ice and notifies the office, the Volunteer may place the meal in the cooler bag. We let families know we expect the client to be home and when they are not, we will call them. The family may need to check on their person.

We **appreciate** and **thank you** for the time, energy, and caring you give. If you have any questions or concerns, please let us know.