



Interior Community Services

...enriching lives, strengthening communities

**Meals
On
Wheels**



Thank you for contacting us about our Meals On Wheels Program. The program offers 2 different types of meal options for delivery:

Meals On Wheels:

Meals On Wheels are fresh meals, prepared by Royal Inland Hospital, and delivered in insulated trays by volunteers on Tuesdays and Thursdays between the hours of 9 am and 12pm. We ask that you return the trays the following week.

The current Meals On Wheels menus are attached so you can see the types of meal choices offered. The 4 weekly menus provide 2 meal choices for each delivery day and are used in a continuous weekly rotation. Menus are set by RIH and typically change every 4 months. Each meal costs \$6.00.

Dinner At Home:

Dinner At Home are frozen meals, also prepared by Royal inland Hospital and delivered at the same time as Meals On Wheels.

The same 5 choices are available for order on their own or in combination with Meals On Wheels choices, and will be delivered at the same time as Meals On Wheels deliveries. Each meal costs \$6.50.

How to sign up:

Complete the Registration Form attached. Please complete all sections and sign it. Once completed, you can mail it back to our office, email it, or you can stop by and meet us when you drop it off! Once we receive your registration, we will call you to start the order process.

How to order:

Orders are placed over the phone for the following week. We will call you or your emergency contact if an order has not been received, unless you have made arrangements to stop service for a period of time.

Or:

You may choose to have a standing order set up, which means you pick meals from the menu for repeat ordering each order week based on the choices available in that delivery week. This can be set up by marking the amount of each main menu choice you would like for each delivery day on the actual menu you have received and return it with your completed registration form. We will retain your weekly ordering selections and place your order for you.

Menus for the following week are sent out with the deliveries each week, as are any menu changes unless you request that we email you any changes to the menu.

Order Deadlines:

The order deadline is Wednesday at 12 pm each week, for delivery the following week. Changes can be accommodated until Friday at 12 pm for the following week's order, however if that deadline is missed, you will receive and be charged for the meals ordered.

Delivery:

We request that someone be home to receive the meals, unless other delivery arrangements have been made in advance. You can also choose to leave a cooler out (with ice packs in the summer) for your Volunteer Driver and notify our office so we can alert the driver. In the event a meal is not delivered, please contact us the day of delivery.

Billing:

Invoices will be mailed at the end of each month for all meals ordered. All invoices are payable upon receipt. We accept payment via cash, cheque, debit card, credit card, or e-transfer. Please ensure your account balance is paid in full. Future meals will not be ordered if your account status does not remain current.

Thank you for your interest in the Meals On Wheels program! If you have any additional questions or require assistance, please call us at **250-376-3660** or email adm@interiorcommunityservices.bc.ca