



Provided by
Town of St. Paul
Family & Community
Support Services



780-645-5311
www.stpaulfcss.ca

The Service

Meals-On-Wheels is a volunteer based community service available to individuals who are aged, ill, disabled, convalescent or who lack the strength and/or motivation to prepare adequate meals.

The purpose of Meals-On-Wheels is to help people develop or maintain independence and strengthen their coping skills. Regular healthy meals and the contact with FCSS volunteers help to improve physical, social and emotional well-being.

Meals on Wheels is often credited with enabling people to remain in their own homes longer than otherwise possible, thereby achieving a higher level of personal independence and decreasing community demands on health institutions.

Meals are delivered 11:30-12:30 Monday through Friday excluding statutory holidays. Many clients use the service five days a week; others choose select days only. The service exists for the benefit of the client and it is the client who decides when and how often to access it.

Requirements

Individuals will be eligible for service providing the following conditions are met. A person receiving meals should:

- ❖ Live in the town of St. Paul.
- ❖ Be unable to prepare adequate meals.
- ❖ Be able to feed him/herself.
- ❖ Have available resources for the provision of meals on weekends.
- ❖ Be home for delivery.
- ❖ Give the name of a person to contact in case of emergency.
- ❖ Cancel any unwanted meals by calling the FCSS office ASAP.

Questions

❖ Who prepares the meals?

All meals are prepared here in St Paul at Sunnyside Manor. They follow the Canada Food Guide and Provincial Guidelines. Meals are low fat and low sodium.

❖ How do I pay for my meals?

FCSS will bill meals on a post-monthly basis. Some clients pay for the services themselves, while some receive it as a gift from their families, and others receive special funding from Meals-On-Wheels.

❖ How do I cancel or pause my service for multiple days?

Please contact the FCSS office by phone or visit us in person to cancel your meals.

❖ Can services resume after cancelation or pause?

Of course! Contact us when you're ready to resume meal delivery.

❖ How do I cancel my meal just for ONE day?

Please call our office at **780-645-5311 before 9:00 a.m.** and we will contact Sunnyside for you to cancel your meal.

❖ What do I do if my meal does not arrive?

Deliveries start at 11:30 and can sometimes take up to an hour. If you do not have your meal by 12:30 give us a call.

❖ Who delivers the meals?

We recruit friendly volunteers from our community to deliver your Meals on Wheels meal.

❖ How do I change the days I receive my meals?

Call us! We would be happy to make the adjustments.

❖ Can I ask for substitutions to my meal?

Due to the large volume of meals provided, we do not process special requests.

❖ How much do meals cost?

Meals are partly subsidized by FCSS. The current cost for each meal is \$6.



Meals on Wheels

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