

# FORMAL REPORT

<b>To:</b>	Mayor Stratthdee and Members of Council
<b>Prepared by:</b>	Stephanie Ische, Director of Community Services
<b>Date of Meeting:</b>	13 June 2017
<b>Subject:</b>	<b>DCS 13-2017 Meals on Wheels Price Increase</b>

## PURPOSE

This report presents information to Council regarding the current rates for the Senior Services hot Meals on Wheels program as well as staff's recommendation for a rate increase.

## RECOMMENDATION

THAT Council receives report DCS 13- 2017 regarding the request to increase the current fee for hot Meals on Wheels; and,

THAT Council approves the fee for hot Meals On Wheels be increased from \$8.00 to \$8.75 effective July 1, 2017; and,

THAT Council approves By-law 52-2017 to establish the price increase and to amend By-law 11-2013.

## BACKGROUND

The Meals on Wheels program was initially developed by the community and for the community under the Friendship Centre umbrella in 1975. The service provides a hot meal 5 days a week to people living in and around St. Marys for a minimal fee. The hot meal offered consists of an entrée, choice of soup or salad and dessert. The program is coordinated by the Senior Services department who contracts the provision of food services to the St. Marys Memorial Hospital.

The mandate of the Meals on Wheels program is primarily to provide nutritional support for seniors who are recovering from illness or injury and those with varying abilities, however social and safety needs are a secondary component to this program. Community members who are interested in receiving service through the Meals on Wheels program contact the Senior Service department to complete a detailed intake to initiate service.

The St. Marys Memorial Hospital has been a key stakeholder in the Meals on Wheels program since its inception. Together with Senior Services, the Hospital works diligently to provide low cost meal preparation for varied dietary needs as well as on site administration and support for the numerous volunteers who give their time to the program.

Rates are reviewed periodically with the St. Marys Memorial Hospital staff to determine if an increase is required. There has not been a rate increase to the client since 2011.

The following chart gives an overview of historical meals on wheel fee increases.

<b>Expense</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
MOW Containers	\$0.61	\$0.59	\$0.59	\$0.59
Food Cost	\$7.25	\$7.25	\$7.25	\$7.25
<b>Total Cost</b>	<b>\$7.86</b>	<b>\$7.84</b>	<b>\$7.84</b>	<b>\$7.84</b>
Hot Meal Fee	\$8.00	\$8.00	\$8.00	\$8.00

## REPORT

The Senior Services Home Support Services program is the current provider of the Meals on Wheels program for the Town of St. Marys. The Meals on Wheels program is funded in part by the South West LHIN, Town of St. Marys (\$1,500), client fees, fundraising revenue and donations. Each service recipient is charged a per meal fee which covers the costs associated with preparing the meal, along with the containers required to transport the meals from St. Marys Memorial Hospital to the client's home. While the direct delivery of this service, which includes the transportation from the Hospital to the clients home is volunteer based, the revenues received also cover costs associated with operating the program such as staff time to coordinate the service (client intake and follow up and regular ongoing operations and support), staff time to train, schedule and support the volunteers, and other administrative and program supplies.

Senior Services recently received notification from the Huron Perth Health Care Alliance that the food service delivery fee was reviewed and as such requires an increase. Together with the St. Marys Memorial Hospital, Senior Services strives to ensure services remain accessible for all members of the community regardless of financial means.

The following is the cost breakdown of the proposed rate:

<b>MOW Containers</b>	<b>Food Cost</b>	<b>Total Cost</b>	<b>Proposed Rate</b>
\$0.64	\$8.00	\$8.64	\$8.75

When rates are reviewed annually they are compared to other agencies with in the region that are funded to provide the meals on wheels service. Below is a current outline of what regional Meals on Wheels agencies charge for a service similar to what is provided in St. Marys.

<b>Neighbouring Agency</b>	<b>Hot Meal Price</b>
OneCare Home and Community Support	\$7.75
Mitchell Community Outreach	\$8.00
Milverton Community Outreach	\$8.00
VON Perth Huron	\$7.25
St. Marys	\$8.75 – Rate effective July 1, 2017

Historically the client service fee has recovered all costs associated with the direct delivery of the meal, while the funding from the LHIN and municipality has covered administrative expenses associated with the program.

In consultation with the Senior Services Advisory Board, it is recommended the client fee for hot meals on wheels is increased from \$8.00 to \$ 8.75, which is a 9% increase over the current rate. The new client fee will cover all material cost associated with providing the program. Upon approval,

clients will be notified by phone of this increase before the end of June. While the price increase will be effective July 1, clients will not be impacted until August when they receive their invoice for the previous month's meals.

The frozen Meals on Wheels program is also currently under review and will be discussed at an upcoming Senior Services Advisory Board meeting. Any financial implications will come before Council in a future staff report.

## **SUMMARY**

Based on the information provided, staff recommends that Council approve the rate increase effective July 1, 2017. This recommended rate will ensure that the revenue associated from client fees will cover the material cost. All current hot meal clients will receive a phone call, and a letter outlining the new rate and the reason for the increase.

## **FINANCIAL IMPLICATIONS**

The annual cost to the Town for the meals on wheels program is \$1,500.00 funded in the meals on wheels budget. The increase in cost will be offset by the increase revenue generated from the new client fee. There is no increased cost to the Town annual budget.

## **OTHERS CONSULTED**

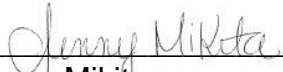
Senior Services Advisory Committee

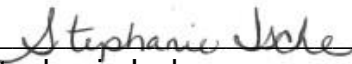
## **ATTACHMENTS**

None

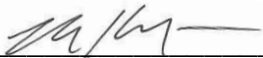
## **REVIEWED BY**

### **Recommended by the Department**

  
\_\_\_\_\_  
Jenny Mikita  
Senior Services Supervisor

  
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Stephanie Ische  
Director of Community Services

### **Recommended by the CAO**

  
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Brent Kittmer  
CAO / Clerk