



May 17, 2022

Re: Change to Meal Delivery

Dear Meals on Wheels Clients,

Firstly, I want to express my gratitude for your support and patience over these past couple of months as I am learning this new role. Kathleen left big shoes to fill, and I hope that over the next few months I will have a chance to get to know you all better.

I am writing today to share some news that will impact meal delivery starting in June. New Dawn Enterprises, Meals on Wheels' parent organization, is piloting a four-day workweek for all salaried staff. The goals of the four-day workweek pilot are to: prevent workplace burnout and better balance work and home life, among others. New Dawn is one of a few organizations in Nova Scotia leading the way in adopting a more balance approach to work hours, responsibilities, and productivity, and we are excited to be a part of it!

What does this mean for our clients and meal delivery? In consideration of your needs for hot, nutritious meal delivery, we have developed a plan that allows staff to participate in the four-day workweek pilot with - what we hope is - minimal disruption to clients and volunteers.

We will continue to offer the existing 6-week menus, but meal delivery will be compressed to four days a week. Monday to Wednesday meal delivery will continue as usual. Thursday's cold plate and Fish Fridays will both be delivered on Thursday. There will be no meal delivery on Friday and the kitchen will be closed. The first double Thursday delivery is scheduled for Thursday, June 9th.

How will this change affect your meal delivery?

- If you do not currently receive meal delivery on Fridays, there is no change! Your meal delivery will continue as usual.
- If you currently receive meals on Fridays, those meals will be delivered on Thursdays starting June 9th.
- If you currently receive meals on Thursdays and Fridays, you will receive meals for both days on Thursdays, starting June 9th
- You may notice different volunteers delivering your meal on Thursdays
- There may be some disruption to delivery on Thursday as we transition to the four-day schedule. This is your reminder that meals are delivered between 4PM and 6PM.
- Increased consideration of food safety: with two days of meals delivered together, you must keep meals at a safe temperature for storage and consumption. This means refrigerating any meals that will not be eaten right away. Please see attached document describing safe food practices for full guidelines.



We hope you will join us in supporting this 4-day workweek project, which means more time for Meals on Wheels staff to recharge, spend time with family and friends, while continuing the level of service to you, our valued clients.

Please reach out to me if you have any questions or concerns about this initiative or for any other reason. I can be reached by email at sroth@newdawn.ca or by phone at 902-562-1245. The office voicemail is monitored daily, and I aim to return phone calls within two business days.

Best regards,

Sara Roth, Program Coordinator, New Dawn Meals on Wheels