

# Client Concerns - Change of Condition



As part of our More than a Meal offerings the Change of Condition alerts are monitored daily during the delivery window by a member of the Case Management team.

- You will submit your concerns in categories that are based on the drivers of health where we may be able to offer support through our More than a Meal Services. Concerns are triaged into urgent and non-urgent categories.
- Urgent concerns receive follow up before end of business day which includes calling emergency contacts or emergency services for wellness checks.
- Non-urgent concerns are contacted within 72 hours. Due to capacity and client confidentiality, we cannot share any specifics around results of our follow up.

Conditions we look for	Conversational Examples	Observational Examples
<p><u>Personal Health</u> Physical or mental health as well as healthcare access</p>	<p>Doesn't go the doctor due to lack of transportation</p> <p>Expresses feelings of anxiety or depression</p> <p>Reports not having an assigned doctor</p>	<p>Newly unsteady on their feet</p> <p>Rapid weight loss appears</p> <p>Unusually sad</p>
<p><u>Nutritional Health</u> Access to proper nutrition beyond MOWCM</p>	<p>Doesn't follow their doctor recommended diet</p> <p>Unable to get to a store with healthy options</p>	<p>Food piling up in the fridge</p> <p>No fruit or vegetables in the home</p> <p>Empty refrigerator</p>
<p><u>Economic Security</u> Ability to afford the necessities</p>	<p>Can't afford utility bills or reports turn off notice</p> <p>Doesn't refill medication due to cost</p>	<p>Power has been cut off, or turn off notice visible</p> <p>Splitting meals with others in home</p>
<p><u>Home Safety</u> Structural condition of the home and fall risks in the environment</p>	<p>Trouble getting in and out of the tub</p> <p>Roof is leaking</p> <p>Is cold or drafty</p>	<p>Front steps are broken</p> <p>Gaps in windows or doors</p> <p>Hoarding</p>
<p><u>Social Isolation</u> System of support and a sense of belonging</p>	<p>Feels lack of connection to the community</p> <p>Has lost interest in activities</p>	<p>Seems withdrawn</p> <p>Is always alone</p>

**Please type a brief description of the issue in the comment box in order for us to follow up.**