

## Abstract

**Objective:** The objective of the study was to uncover recommendations for service provision in response to a request for assistance in exploring the MOW services in the Annapolis Valley Health District (AVHD), using a hybrid gap and strengths/challenges/opportunities (SCO) analysis. **Methods:** A snowball approach was used to recruit informants. The initial informant was suggested and then asked to identify one or more others who could provide insights about the delivery and organization of the MOW service. Key informants interviews were conducted using the general interview guide approach with semi-structured points for discussion. **Results:** Vital aspects of the service were client autonomy over meal times, meal quality, menu diversity, social contact, and accommodation of preferences. Strengths of the program were the delivery of nutritionally complete meals and the social interaction between the volunteers and clients. The desired state of affairs (DSA) is to achieve four guiding principles: increasing social contact, minimizing nutritional risk, individualizing service based on clients needs, and utilizing a delivery system that retains the quality of meals, increases client food safety practices, and enhances the potential to individualize the menu. A conceptual framework was developed to guide service planning and provision decision-making. **Implications and Conclusions:** Recommended modifications to enhance the program are to base all decision on client needs and preferences, and to ensure financial sustainability of the service.