

Frequently Asked Questions



What makes Catered Comfort different?

We recognize how important food is as a part of your treatment and recovery journey. At Arthur Child, we aim to empower patients by providing diverse meal options and sizes, and the flexibility to order at a time that suits you best- much like ordering room service at a hotel.

How does Catered Comfort work?

Inpatients or their loved ones can order meals in three ways:

1. Using the CBORD Patient app
2. Bedside with a member of the friendly Catered Comfort Staff
3. By calling the Diet Office at 587-231-3300



Who is eligible for Catered Comfort?

All inpatients on Units 95, 105, 119 and 125 are eligible for meal service. However, patients on multiple or very restrictive diets may not be eligible. Speak with your nurse about your eligibility.

What if I am not eligible for Catered Comfort?

If you or your loved one is not eligible for Catered Comfort, you will receive a standard tray based on the diet your health care provider ordered for you. You may be able to adjust the foods on your tray. Please speak with the nurse and request a visit from Patient Food Services to review your food preferences.



What is the CBORD Patient app?

The CBORD Patient app is a tool for patients or their caregivers to order meals on-demand, or ahead of time- much like ordering room service in a hotel. This online tool gives patients the freedom to order the food they want when they want it.

Who can use the app?

The app is available to all inpatients. Friends or family members can also order on behalf of inpatients. Patients on multiple or very restrictive diets may not be able to order using the app. Patients cannot order meals intended for guests. Please visit retail services if you are a guest and in need of a meal or snack.



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Are there costs associated with the app?

No, the app is free to download and use.



How do I access the app?

The CBORD Patient app can be downloaded on your mobile device by visiting the Apple App Store or Google Play Store, or through your web browser. Scan the respective QR code below.



For more information on how to get started with the app, please visit the online guide [here](#).



How secure is the app?

The app is very secure. Personal and health information will not be stored on the app, on any device, or transmitted out over the internet. Credentials are not saved on the app.



What information do I need to get started?

Your date of birth, the Facility ID: CCCT2N41, and your Medical Record Number

How do I order my meals using the app?

Select the mealtime category you would like to order from, browse the menu options, then select the items you would like to add to your order. For more information on how to place your order, please visit the online guide [here](#).



Can I choose my meal delivery time?

Orders can be placed for each meal one day in advance. You can also order from the “As Soon as Possible” option in the app which will have your meal delivered within 45 minutes.

Meals can be delivered during the following times:

- Breakfast: 7:30 AM to 11:45 AM
- Lunch: 12:00 PM to 2:00 PM
- Supper: 4:00 PM to 6:30 PM



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Can I edit my order after submitting it?

Orders can only be modified before your meal ticket has been printed in our kitchen. Please call us at 587-231-3300 with any questions or concerns about your order.

What if I do not order my meal on time?

If you miss a designated mealtime, one of our friendly staff can explain your options. Kitchenettes located on the unit are also stocked with snacks, pre-made sandwiches, and smoothies.



What if I am away during meal delivery?

Staff will follow procedures to keep your meal safe and fresh until you are available.

What if I am on a therapeutic diet or have food allergies?

The app is linked to your MRN, which customizes your menu options to reflect any diet specifications and/or allergies. If your diet order changes, the app will automatically update your menu options.



What if I do not want to use the app?

Patients can place their order over the phone at 587-231-3300, or one of our friendly staff can place your order with you.

