

Name: _____ **Rt #** _____



Bill To Address	Delivery Address	Meals Start Date	Meal Delivery Days
			3 Meals THURS. ONLY -OR- 5 Meals Mon/Tue/Thur

Meals to be Paid for By: *see marked box* **THIS IS NOT A BILL.**

X	Payee/Eligibility	Cost per meal	Estimated Monthly Meal Cost
	Client – Private Pay	\$6.50	Monthly Payment
	Client – Sliding Scale - \$2 - \$5/Based on monthly income	\$	Monthly Payment
	CAP Community Alternative Program (State Funding/qualified disabled adults)	Paid for by funding	No Payment
	GRANT/FUNDRAISING/DONATIONS Limited spaces available/annual basis	Paid for by funding	No Payment

Client Responsibilities

- ✓ **YOU ARE ELIGIBLE FOR OUR SERVICES:** 1)60 yrs or older. 2)Not driving/homebound
3)Live alone and/or no one able/willing to prepare meals for you. 4)A physical and/or mental health condition is making it hard for you to prepare your meals.
- ✓ If at any point client does not need services/is not eligible, let staff know immediately as our funding is limited and others in the community are in need of our services.
- ✓ **BE HOME FOR DELIVERY BETWEEN 10:00AM AND NOON.**
Call Meals on Wheels by 4:00pm the day before delivery to cancel a meal.
If client is not home for delivery 4 times, there may be a charge for meals and/or termination from the program. We are willing to help clients with any challenges they may be having. Example: MOW can provide cooler and ice packs to be set out by client on delivery days when he/she will be away. MOW can help client and family problem solve. COMMUNICATION WITH MOW STAFF REGARDING THESE NEEDS ARE KEY TO STAYING ON THE PROGRAM.
- ✓ Place cooler and ice/ice pack at door if client will not be home, but would still like the meal. Make sure ice/ice packs are cold in cooler to ensure food safety.
No call necessary to receive meal in cooler.
- ✓ Be courteous to Meals on Wheels volunteers and staff.
- ✓ If payment required, make payment at least 14 days after monthly billing.

Meals on Wheels Responsibilities

THE MISSION OF MEALS ON WHEELS IS TO PROVIDE NUTRITIOUS MEALS, FRIENDLY VISITS AND SAFETY CHECKS THAT ENABLE HOMEBOUND SENIORS TO LIVE NOURISHED LIVES WITH INDEPENDENCE AND DIGNITY THROUGH THE EFFORTS OF STAFF AND VOLUNTEERS.

- ✓ To provide nutritiously balanced meals following food safety guidelines.
- ✓ To inform clients of meal delivery protocol and support clients with support as needed.
- ✓ To notify client of past due bills.
- ✓ To provide notification and reason for meal cancellation if initiated by Meals on Wheels.
- ✓ To follow HIPPA guidelines regarding client information.
- ✓ To provide a quality, caring service to all recipients.

Meals May **Not** Be Delivered for the Following Reasons:

- ✓ There is no volunteer available to deliver the meal. If this is the case, MOW staff will likely deliver.
- ✓ Due to inclement weather. When Haywood County Schools close FOR WEATHER, there is no meal delivery that day. Check WLOS Channel 13 for accurate updates.
- ✓ The bill is not paid within one month.
- ✓ There is no cooler with ice/ice pack at your door to leave meal in if client is away.

2022 Annual Calendar Closings—Meals Will **NOT** be Delivered

1/17 – Martin Luther King Jr. Day	5/30 – Memorial Day	11/11 – Veterans Day
4/15 – Good Friday	7/4 – Independence Day	11/24 & 11/25 – Thanksgiving
	9/5 – Labor Day	12/23, 26, 27 – Holiday/Winter Break

IMPORTANT THINGS TO REMEMBER

- **Call Program Supervisor, Steffie Duginske, at 356-2442 by 4:00pm the day before to cancel your meal.**
- **Cooler with Ice/Ice Packs** may be left for meal delivery during scheduled appointments with but not main form of delivery.
- **INDIVIDUAL TASTES VARY.** However, if you are getting more nutrition with the meal than without, it's likely a good match.
- **WE VALUE YOUR FEEDBACK.**
TELL US WHAT YOU LIKE AND/OR HOW WE CAN IMPROVE.
- Clients whose meals are being paid for by grants/fundraising/donations are invited to donate towards your meal cost. Donations can be mailed to Haywood County Meals on Wheels - 157 Paragon Parkway – Clyde, NC 28721.
If you are able to contribute something, **WE THANK YOU!**
THERE ARE SO MANY SENIORS IN NEED AND FUNDING IS LIMITED.

WELCOME TO THE MEALS ON WHEELS FAMILY!

Meals are coordinated, prepared, and delivered with love.