



Meal Delivery Days Can Be: If you ever need to adjust the amount of food you receive, more or less, call the office.

- 3 Meals Thursday ONLY
- 2 Meals Monday/Tuesday ONLY
- 5 Meals Monday/Tuesday/Thursday

Meals are coordinated, prepared, and delivered with love.

YOUR MEALS ARE PAID FOR BY: one funder below. **You will NOT receive a bill.** but those funded by grants/donations/fundraising will receive an opportunity quarterly to contribute towards your meals where donations can be made online mowhaywoodnc.org or via check to Haywood County Meals on Wheels Paragon Parkway-Clyde NC 28721

DESIGNATED FUNDER	COST PER MEAL	MEAL COST TO RECIPIENT
CAP -Community Alternative Program State Funding/Qualified Disabled Adults/HHSA Social Worker Assigned	Paid for by funding @ \$7.70	\$0
GRANT -Federal/State/Local Funding/Limited Funding/Initial and 6-month assessment required by Haywood County Meals on Wheels Staff	Paid for by funding @ \$7.25	\$0 Quarterly Contributions are Welcome & Voluntary
DONATIONS/FUNDRAISING/OTHER GRANTS	Paid for by funding @ \$7.70	\$0 Quarterly Contributions are Welcome & Voluntary

Client Responsibilities

- ✓ **YOU ARE ELIGIBLE FOR OUR SERVICES:** 1)60 years 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, recipient 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 termination from the program. We are willing to help clients with any challenges they may be having around meal delivery. COMMUNICATION WITH MOW STAFF REGARDING THESE NEEDS ARE KEY TO STAYING ON THE PROGRAM.
- ✓ If away at medical appointment during delivery, place cooler and ice/ice pack at door. **Make sure ice packs are cold to ensure food safety.** *No call necessary to MOW staff to receive meal in cooler.*
- ✓ **WE CAN ONLY DELIVER TO COOLER OCCASIONALLY FOR DR. APPOINTMENTS - NOT DAILY.**
- ✓ Be courteous to Meals on Wheels volunteers and staff. Healthy boundaries between recipient and volunteer are important. The exchange between volunteers & recipients at time of delivery should be to serve & receive meals and a brief time to exchange enjoyable greetings and a health & safety check. If you need resources, please contact the MOW office vs asking volunteer for resources.

- ✓ Be sure to designate a MOW emergency contact and have them save our number. If client can't call to cancel or hold meals for themselves, we ask the emergency contact to call us.
- ✓ Grant funded meals require 6-month reassessments. Please connect with MOW staff timely to help us complete this check-in.

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.

THIS ORGANIZATION IS AN EQUAL OPPORTUNITY PROVIDER.

- ✓ To provide nutritiously balanced, diverse meals checked and approved by a Registered Dietitian.
- ✓ To inform clients of meal delivery protocol and refer clients to community resources as needed.
- ✓ To notify client of re-assessment needs.
- ✓ To provide notification and reason for meal cancellation if initiated by Meals on Wheels.
- ✓ To follow HIPPA guidelines, client confidentiality, and civil rights information to staff and volunteers to follow.
- ✓ To provide a quality, caring service to all recipients.
- ✓ To provide an annual feedback survey inquiring about how we're doing and what we can improve upon.
- ✓ To provide civil rights information to all recipients (provided in first day welcome packet).
- ✓ To provide meals from a clean, food safe environment by trained staff. We are regularly inspected by the Health Department just like a restaurant and regularly get high marks – usually 100%

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

- ✓ If there is no volunteer available to deliver the meal. In this case, MOW staff will likely deliver.
- ✓ Due to inclement weather. Generally, when Haywood County Schools close FOR WEATHER, there is no meal delivery that day. Check WLOS Channel 13 for accurate updates.
- ✓ If 6-month reassessments have not been complete due to not being able to connect with recipient.
- ✓ If there is no cooler with frozen pack available for volunteer to put meal(s) in.

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

- **TO CANCEL YOUR MEALS or relay any change of information regarding your MOW service, call Program Supervisor, at 356-2442 by 4:00pm the day before delivery or earlier.**
- **Cooler with Ice/Ice Packs** may be left by door during scheduled Dr. appointments but not main form of delivery.
- **INDIVIDUAL TASTES VARY.** You may not love every meal, but if you like the food most of the time, and you're getting better nutrition, it's likely a good match.