



# MEALS ON WHEELS MEAL RECIPIENT HANDBOOK



# YOUR RESPONSIBILITIES

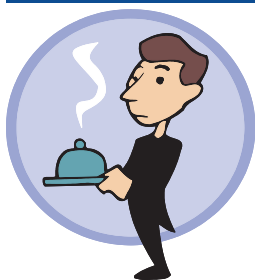
As a meal recipient, your responsibilities are:

1. To report any changes in your health, living situation, address, phone number, or emergency contacts immediately to our office. You are presently eligible for Meals on Wheels service. At the discretion of the agency, periodic reevaluation will be necessary for continued service.
2. To be home to accept your meals or CALL US BY 9 a.m. THE SAME DAY TO CANCEL. We cannot leave meals unless you have arranged for someone to receive and refrigerate them. We are not permitted to leave meals in the hallway or outside your door.
3. To handle and store your food properly Meals on Wheels complies with all health, sanitary, and food safety regulations. However, once you, or your designee, have accepted the meal, you assume responsibility for proper food handling and storage. If the meal is not going to be eaten immediately, refrigerate it.
4. Meals on Wheels volunteers and staff come from diverse backgrounds. Meal recipients must agree to treat the staff delivering your meals with the same courtesies you expect from them.
5. Meal recipients must agree to Meals on Wheels staff communication with listed contacts, next of kin or other service agencies involved in your care to share information that is directly related to the health and safety of the meal recipient.

If you have any questions or concerns please do not hesitate to call us at 785-670-2434.

It is our pleasure to serve you!





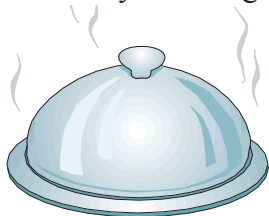
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## ELIGIBILITY FOR SERVICE

Eligibility for Meals on Wheels service is based on a review of the individual's situation where he/she is:

1. 60 years of age or older or a spouse of a person 60 years of age or older or a handicapped individual unable to perform the tasks involved in food preparation.
2. Homebound
3. Unable to attend a congregate meal site
4. Will need meals for at least one full week
5. Lives in our service area
- 6.\*In some cases a Dr.'s order may be needed--i.e. individuals under 60 years of age



## MEAL RECIPIENT RIGHTS

As a meal recipient you have the right to:

1. Receive service without discrimination
2. Be treated with consideration, respect, and recognition of personal dignity and individuality by agency staff and volunteers
3. Expect that personal information shared with agency staff will be kept strictly confidential
4. Receive nutritious meals at proper temperatures in accordance with the diet prescription provided by your physician
5. Express opinions, complaints or suggestions regarding agency services without fear or reprisal
6. If you are dissatisfied with any actions carried out by the agency, please call the President and CEO at 785-670-2434



## **MEAL DELIVERY TIME**

Meals are delivered by volunteers from 10:30am to 12:30pm Mon-Fri. They arrive at your home about the same time every day (allow up to 1/2 hour delay). If your meal is not delivered, please call 785-670-2434.

## **MENU INFORMATION**

Each menu is varied and contains at least 1/3 of the Recommended Daily Allowance for older adults. We offer special diets when needed: diabetic, renal, and mechanical. Our regular diet is heart healthy (low fat, low sodium, low cholesterol) and seasonal, as to what is most readily available. Client likes or dislikes cannot be accommodated.

## **IF YOU DON'T ANSWER THE DOOR**

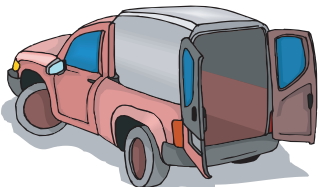
We provide a daily "safety" check for our meal recipients. Therefore, our volunteers are instructed to alert us if you do not answer the door. If you do not answer your door or phone, we will call the persons listed as your emergency contacts to ask them to check on you.

## **PAYING FOR MEALS**

You will receive a statement each month for the meals you received the previous month. You may pay by check, money order, or cash. We are able to accept food stamps or credit cards by calling the office for special arrangements. You may give the volunteers your payment/donation or mail it to the office.

## **HOLIDAYS**

Meals will NOT be delivered on the major holidays: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.



## WINTER WEATHER ALERTS

If we are unable to deliver your meal because of inclement weather, you will hear an announcement on the local news that your local school district has cancelled school. In the event that we cannot deliver your meal, you are given emergency shelf-stable meals for you to eat that day. You will also be given a list of suggested food items to have on hand during the winter season. If there is any question as to whether or not we are delivering, please call the office as the answering machine will be updated immediately if we are unable to deliver.

## HOW TO CANCEL A MEAL

If you will not be at home at delivery time, please call us or have someone call for you by 9:00am the same day you wish to cancel delivery. **DO NOT** give this information to your delivery person.



## RECEIVING YOUR MEAL EVEN IF YOU CAN'T BE HOME

If no one will be home, but you would still like to receive your meal, **please call the office to make special arrangements.**

We can:

- Deliver your meal to a neighbor's home
- Leave your meal in your refrigerator
- Leave your meal with the apartment manager (if they agree and have a refrigerator)
- Leave your meal in a clean cooler (you supply) with an ice block or blue freezer pack. Meals will not be left in dirty coolers or without ice
- **Be sure to notify us of any changes in your address or telephone number by calling us at 785-670-2434**

## **TERMINATION OF SERVICE**

The primary purpose of Meals on Wheels of Shawnee and Jefferson Counties is the provision of palatable meals that supply nutrients to a person who is unable to prepare or obtain adequate meals during a period of need. It is not the purpose of Meals on Wheels to create dependence-thus it is necessary to periodically evaluate the client's need to continue or terminate service. Clients currently receiving Meals on Wheels may be terminated immediately if they no longer qualify for meals for the following reasons:

1. If a change in health means that you are no longer home-bound
2. You can no longer safely live in your home
3. Lack of cooperation from the client or client's family which impedes the meal delivery
4. Lack of notice when canceling a meal---3 times in 60 days will result in a suspension of meal service for six months, repeat offense will result in termination of service
5. Failure to either confine or restrain your pet
6. Sexual harassment and/or mistreatment of volunteers and/or staff
7. Volunteer safety is in jeopardy
8. Failure to pay bills within 60 days
9. Lack of agency funds to provide subsidized service



**Meals on Wheels of Shawnee and Jefferson Counties, Inc. has been providing healthy meals, friendly smiles, and warm reassurance to the local home bound community since 1972.**



**“Meals on Wheels is funded in part by the Older American’s Act through the Jayhawk Area Agency on Aging, Kansas Department on Aging, Shawnee County, Jefferson County, Topeka, United Way of Greater Topeka and Client Contributions.”**

**Meals on Wheels of Shawnee and Jefferson Counties  
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**Phone: 785-670-2434**

**Web: [www.meals-on-wheels-inc.org](http://www.meals-on-wheels-inc.org)**

*Photos/Design by: Michael Tibbits*