

## Financial Information for Our Clients

### Meals

Meals on Wheels of Eastern Onondaga County provides **two meals**, one hot plus one cold meal consisting of 3 items (such as sandwich, fruit cup, salad), and milk for \$10.00 per day.

No minimum number of days/week is required. Frozen meals are available for weekends and are delivered on Friday.

Adults 60 and over that are homebound and require assistance preparing meals may be eligible for funded meals through the County. Coverage through this program depends on meeting eligibility requirements and available grant funding. These clients have the opportunity to make a voluntary contribution to help defray the cost of meals. Any contribution is gratefully accepted; no client is turned away due to an inability or unwillingness to contribute.

### Our Billing Policy

For individuals whose meals are covered by an insurance or government program and service has been pre-authorized, we will bill the insurance company or grant directly each month.

For all others, we bill monthly for the previous month's service and payment is due by the 20<sup>th</sup> of the month. We reserve the right to stop service due to non-payment.

We bill for actual meals delivered. With notice, we will not deliver or bill for skipped meals. We consider a meal delivered if it has been returned because you were unavailable to accept delivery and had not given us 24 hours' notice to cancel.

Payments can be mailed to our post office box: PO Box 72, Manlius, NY 13104, given to your driver, or paid online at our website [www.moweoc.com/payments](http://www.moweoc.com/payments). We also accept credit card payments and food stamps (EBT Card) over the phone.

## Meal and Menu Information for Our Clients

We offer a 4-week/5-day menu with a choice of two hot entrees per day. These menus are seasonally rotated Spring/Summer and Fall/Winter. When you begin service and when menus change, you will receive a menu selection sheet with our entree options. You should **circle your preference of the two available entrees for each day**. You may give your menu selection sheet to your driver to return to the office.

Our menus are developed by registered dietitians and all our meals are prepared on a low sodium (no added salt) basis. Every meal served meets strict nutritional requirements and provides at least 2/3 of the Dietary Reference Intakes (DRI) for older adults as well as adheres to the Dietary Guidelines for Americans (lower amounts of salt, fat, saturated fat and sugar). If your physician has ordered a special diet, please let us know. We try to accommodate special diets with a diet order when possible.

Every effort is made to deliver your preferred entrée as per the menu. Occasionally, due to unavoidable events, such as stock shortage, a substitution is necessary and we appreciate your consideration.

We recommend eating your hot meal when it is delivered. If you decide to eat it later, please refrigerate or freeze the meal immediately for later use. We recommend that all food you decide to refrigerate should be eaten within 2 days or be thrown out. Fruit and desserts may be kept for up to 4 days, if refrigerated. Meals that remain frozen are safe for up to 4 months.

### **Meal Re-heating Guidelines:**

Our black meal trays are microwavable and oven safe.

#### **For Refrigerated Meals:**

Microwave: Peel back lid to vent, microwave on high for 2 – 3 minutes.

Conventional Oven: Place meal on cookie sheet at 350 degrees for up to 10 minutes.

#### **For Frozen Meals:**

Microwave: Peel back lid to vent, microwave on high for 3 – 5 minutes.

Conventional Oven: Place meal on cookie sheet at 350 degrees for up to 30 minutes.

## Office Closure Information for Our Clients

Our office is open Monday through Friday, 8am-1pm, and our main number can take voicemail messages 24/7. We deliver Monday through Friday throughout the year except for the following observed **holidays**:

- New Year's Day
- Memorial Day
- July 4<sup>th</sup>
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day

If requested in advance, frozen meals are available for delivery the day before a holiday.

At the beginning of the winter season, you will be provided an extra frozen meal or shelf stable "blizzard pack" to keep on hand in case we are unable to deliver due to poor road conditions. We also recommend that you keep shelf stable items, such as canned goods, on hand throughout the year, in case of missed deliveries.

From time to time, we close due to **inclement weather** or other emergencies:

- We will announce office closing information through local media and TV stations.
- If Onondaga County issues a travel restriction, we will not deliver.
- If in doubt, please call 315 637-5446 and the answering message will indicate our closure.

## Delivery Guidelines for Our Clients

- **Our meals are delivered by volunteer drivers each weekday between 11:00 am and 1:00 pm.**
- **Someone must be home to accept delivery of your meals.** If you know that you will not be able to accept the food delivery on a given day and cannot arrange for someone else, like a neighbor, to accept your meal, please give the office 24 hours' notice that you would like to skip a delivery.
- **For food safety reasons, we cannot just leave meals.** Our drivers cannot leave a meal at your door or porch without seeing you. Food temperatures need to be maintained. Meals can be left in an accessible refrigerator, if pre-arranged.
- As well as providing you with a meal, **our drivers want to know that you are doing okay.** If you do not answer and we have not been informed to skip your delivery, we will attempt to contact you or your emergency contact to check on your welfare. **\*See 911 Policy**
- We ask that **your driveway and/or walkway are kept clear of snow and ice** for the safety of our drivers. **Please have your house number clearly visible.** • If you have a pet, please make sure it is safely secure at the time of delivery. While your pet may be friendly, drivers have been bitten and repeated problems with pets will force us to curtail service.
- Hot meals are available for delivery Monday through Friday. If you request frozen meals for Saturday and Sunday they will be delivered with Friday's meal. (See holiday and snow policy).
- Although our office hours are Monday- Friday, 8am to 1pm, you can leave a message on our answering machine at **315-637-5446** any time. Not going to be home, want to skip a delivery, please call the office to let us know!