

Meals on Wheels Program Reminders

Food Safety Matters

To help ensure your meal is safe and enjoyable:

- Please plan to be home during your normal meal delivery window, typically 10:00 AM–2:00 PM, so your meal can be received safely.
 - If no one is home, meals cannot be left behind and must be discarded to meet food safety standards. Helping us avoid food waste also protects valuable program funding.
 - Have an appointment or need to be away? Please call to cancel your meal at least 2 days in advance whenever possible. Last-minute changes happen and we still appreciate a quick call.
 - For food safety reasons, drivers cannot leave hot or frozen meals unattended, even in a cooler. Meals must be delivered directly to you to ensure safe temperatures are maintained.
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Your Daily Wellness Check

Meals on Wheels is about more than nutrition; it's also a check-in for your well-being.

- Each delivery includes a brief wellness check by our volunteers and drivers.
- Drivers are required to see or hear you when delivering your meal. If there is a concern, staff will follow up to help ensure you are safe.
- If you are unexpectedly not home and your meal was not canceled, staff will try to contact you and/or your emergency contact. If no one can be reached, a request will be made to local police to conduct a wellness check.
- Please remember to cancel meals when you will not be home. Frequent late cancellations or missed deliveries impact program operations and food waste. Three (3) late cancellations and/or missed deliveries due to not being home without notice may result in a temporary suspension of services until you speak with your Care Manager.

Calling to cancel your meal helps us avoid unnecessary concern, wellness checks, and wasted meals.

Program Donations

- Meals on Wheels is a free will donation-based program, and no one is ever denied a meal if they are unable to contribute.
- A suggested donation of \$3.00 per meal (or any amount you are able to give) helps offset a small portion of meal preparation and delivery costs.
- Donation reminders are mailed monthly. **Please do not give cash or checks to drivers.**