

RECIPIENTS, please review the following program guidelines and expectations.  
Thank you for allowing us to serve you!



**-THIS IS NOT A BILL-**

#### Meal Delivery Options:

- 3 Meals on Thursday ONLY
- 2 Meals Monday & Tuesday ONLY
- 5 Meals throughout Monday, Tuesday & Thursday

**YOUR MEALS ARE PAID FOR BY THE FUNDING SOURCES BELOW.**

**You will NOT receive a bill.**

**You may receive an quarterly opportunity to contribute towards your meals. Donations can be made online at [mowhaywoodnc.org](http://mowhaywoodnc.org) or via check made out to Haywood County Meals on Wheels**

DESIGNATED FUNDER	COST PER MEAL	MEAL COST TO RECIPIENT
<b>CAP</b> -Community Alternative Program State Funding/Qualified Disabled Adults/HHSA Social Worker Assigned	Paid for by funding @ \$7.70	\$0
<b>GRANT</b> -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
<b>DONATIONS, FUNDRAISING/OTHER GRANTS</b>	Paid for by funding @ \$7.70	\$0 Quarterly Contributions are Welcome & Voluntary

## Client Responsibilities

✓ **YOU ARE ELIGIBLE FOR OUR SERVICES IF:**

- 1) You are 60 years or older.
- 2) You are not driving or you are homebound.
- 3) You live alone and/or with someone who is unable or unwilling to prepare your meals.
- 4) A physical and/or mental health condition is making it hard for you to prepare your meals.

If, at any point, a recipient does not need services or is not eligible, please let staff know **immediately**.

✓ **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 you are not home for delivery **4 times, this may cause a permanent stop to meals.** We are willing to help clients with **any** challenges they may be having around meal delivery, but communication with MOW Staff is necessary to continue receiving meals.

✓ If away at an appointment during delivery, please place cooler and ice or ice pack at your door. **Make sure ice packs are cold to ensure food safety.**

✓ **WE CAN ONLY DELIVER TO COOLERS OCCASIONALLY - NOT DAILY.**

- ✓ Be courteous to Meals on Wheels volunteers and staff. If you have concerns about meals or require additional services, **please reach out the MOW Staff at 828-356-2442.**
- ✓ Be sure to designate a MOW emergency contact and have them save our number. If a client can't call to cancel or hold meals for themselves, we ask the emergency contact to call us.
- ✓ MOW Staff will need to complete initial and 6 month assessments with clients to continue meals. Please help us by making sure your phone number is correct, and that your voicemail is cleared of old messages.

## 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 training protocol.
- ✓ 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 and usually score a 100%.

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

- ✓ 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.

## 2023 Annual Calendar Closings—Meals Will NOT be Delivered

1 / 2 New Year's Day	5/29 – Memorial Day	11/10– Veterans Day
1/16 – Martin Luther King Jr. Day	7/4 – Independence Day	11/23 & 11/24 – Thanksgiving
4/7 – Good Friday	9/4 – Labor Day	12/25, 26, 27 – Holiday/Winter Break

## IMPORTANT THINGS TO REMEMBER

- **TO CANCEL or PAUSE your meals, call us at 356-2442 by 4:00pm the day before delivery or earlier.**
- **Cooler with Ice or Ice Packs** may be left by door during scheduled appointments, but can not be the 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.