

MEALS ON WHEELS - REMINDERS FOR THE NEW YEAR

FOOD SAFETY

- To ensure that all food is served safely, the temperature of the meal is of utmost concern. **Therefore, the program asks that you be home to receive the meal during our normal delivery time between 10:30-12:30.**
- Meals that are not delivered to you are required to be thrown out. Please help us lessen food waste and save valuable program funding. Please **be home** for delivery **or cancel** your meal.
- If you have a scheduled appointment, please call the meal site to cancel your meal. We asked that you **cancel at least 2 days in advance**. If you need to step out last minute, we still appreciate a call.
- If you do not have the number to your meal site, please call the **Dudley Office at 1-800-286-6640, extension 3081 for the appropriate number.**
- **The meal drivers CANNOT leave a hot or frozen meal if you are not home, even if you leave a cooler outside.** Leaving food out for an extended period may cause a temperature fluctuation that could pose a food safety risk. Our kitchen staff & drivers are educated in safe food handling & carefully maintain proper food temperatures throughout meal preparation & delivery.

WELLNESS CHECK

- The program provides a wellness check each day a meal is delivered.
- Our **volunteers & paid drivers are required to "see or hear you" when delivering the meal.** They report any concerns or issues back to the main office so that staff can follow-up to make sure you are okay. The wellness check is appreciated by our clients, as well as their families.
- If you do not cancel the meal and subsequently are not home for the delivery, we will attempt to reach you or your Emergency Contact. If we cannot reach someone by the end of the day, a call is then made to the local police to conduct a Wellness Check. **It is imperative that you cancel your meal if you do not plan to be home.**

DONATIONS

- Meals on Wheels is a donation-based program. We kindly ask for a **donation of \$3.00 per meal** or any other amount that you can provide. Your donation helps with offsetting the cost of preparing & delivering meals each day.
- A donation request is mailed to you monthly. Please do not give the drivers any money.

Tri-Valley receives federal financial support under the Older Americans Act provided by the Central Massachusetts Agency on Aging and the Massachusetts Executive Office of Elder Affairs.