



## Meals on Wheels Home Delivered Meal Client Expectations

As a home-delivered meal recipient you are required to meet these very basic requirements:

- be at least 60 years old
- somewhat homebound
- unable to prepare your own meals
- **be at home**, awake and ready to answer the door between 10:30 am and 12:30 pm to receive your meal

In addition, when it is necessary to be away from home during meal delivery for an **occasional** appointment, **it is your responsibility to call the kitchen in advance and cancel for that day.** Please call by **Wednesday for any planned absences the following week.** It is a good idea after scheduling a conflicting appointment, to get in the habit of cancelling your meal at the same time. We do understand that occasionally appointments come up at the last minute, but please try to minimize this occurrence.

Missing a meal without **ANY** notice requires the Council on Aging to search for clients by making multiple phone calls to their home, relatives and contacts, checking at the hospital to see if there was an admission, and even calling the police department to perform a welfare check. We also must find another client to take the extra meal that was ordered specifically for **YOU** so that it is not wasted. **We should not be doing this except for unexpected medical emergencies.**

Most of our clients do a fantastic job of following the rules, but those who frequently are not home without sufficient notice are at risk of having their meals suspended or terminated.

**Thank you for your cooperation!**

