



### General Information and Guidelines About Our Program

KenTon Meals on Wheels is a volunteer-based community service. We serve individuals who are elderly, homebound or have limitations which prevent them from being able to shop regularly and to prepare healthy meals for themselves.

We are an independent, not-for-profit organization. We are not affiliated with any other Meals on Wheels program. Additionally, we are the only organization of its kind serving the Town of Tonawanda and the Village of Kenmore. We survive on private donations.

### Do You Qualify and How Do You Start?

If you live in the Town of Tonawanda or the Village of Kenmore, you reside in our service area. Potential clients may contact us directly. We also accept referrals from outside agencies and family members. Simply call 716-874-3595 and ask to speak to our social worker.

### Meals

A hot meal and optional cold supper are delivered to each participant's home Monday through Friday between 11:30 a.m. and 12:45 p.m. The cost of the hot meal is \$3.75 per day; the cold supper is \$1.75 per day. At a minimum, the client must sign up for three meals a week and for at least two weeks of service.

To provide variety, our menu only repeats once every ten weeks. Meals do not contain added salt nor are they hot or spicy. Sample menus are available upon request. Our special diets include diabetic, soft, low-salt, renal, Coumadin and diets for individuals with diverticulitis. Milk is provided with each hot meal and juice is provided with the cold meal. Juice may be substituted for milk.

Any special requests must fall into a specific dietary category. Highly restrictive diets and changes according to preference cannot be accommodated. A frozen nutritional supplement similar to Ensure is available at a cost of \$.45 a day.

Frozen weekend meals are also available and are delivered with the participant's Friday meal. In lieu of a hot meal, a frozen entrée is provided for \$3.75. Instead of a

cold meal, a frozen soup is provided for \$1.75. Clients who have weekend meals delivered are eligible for holiday meal service as well.

Monthly menus are distributed to all participants at the beginning of each month. Please make note of holidays when service is not available.

### Billing

Participants are billed on a monthly basis. We accept payment in the form of cash, check or food stamps. Due to administrative costs, we require a one week minimum commitment. Participants who cancel service within the first week will be charged for a full week of meals.

Bills are brought by our volunteers directly to the participant or mailed to parties who are designated to pay the bill. Payment can be remitted through volunteers or by mail. We appreciate payment by the 15<sup>th</sup> of the month. Each client must designate a family member or friend who will be responsible for any outstanding bills.

### Case Management

Each participant must be assessed by our Case Manager during a meeting completed in the participant's home. In most cases, we will be able to start service prior to our in-home visit.

Participants must also complete and sign a HIPPA agreement form to assure compliance with privacy regulations. Each participant must designate someone to be responsible for an outstanding bill.

The Case Manager is also available for assistance with completing forms and facilitating contact between the participant and other community service organizations. During the assessment process, participants will be required to provide us with emergency contact and alternative payee information if not previously provided.

Regular updates on the participant's status are required. We encourage emergency contacts to keep us informed of any changes with the clients. Call the KenTon Meals on Wheels office with any notifications, cancellations or termination of service. Our number is 716-874-3595.

### Meal Cancellations and Special Arrangements

We understand that on occasion, clients may need to cancel meals. Please keep in mind that to provide a minimum of nutritional standards, clients must receive our

meals 3 days per week. Excessive cancellations are a sign that the client no longer needs our services. We reserve the right to re-evaluate the need for service if a client habitually cancels and receives less than 3 meals a week on average as a result.

Meal delivery for a specific day may be cancelled by calling the office by 9:30 a.m. the day of cancellation. Cancellations may also be taken in advance. Our office line at 716-874-3595 has an answering machine on which you may leave cancellation notices. Please speak clearly. Spell the client's last name and leave a contact phone number in case of questions.

If a participant is not home to receive the meal and we have not been notified of changes or cancellations, the participant will be charged for the meal. Messages should not be given to the volunteers regarding cancellations or termination. Our office should be notified directly of any changes needed. If hospitalization is necessary, please have someone contact us so that service can be stopped temporarily.

Due to NYS Health Department regulations, we are not able to leave a meal unattended outside, on porches, or in boxes or bags. We understand that special circumstances arise from time to time. Clients are advised to contact the KenTon Meals on Wheels office to make alternate arrangements when necessary. Once the participant or responsible party has accepted the meals, we will no longer assume responsibility for food handling and safe storage.

You may leave a **cooler with an ice pack** if you are not able to be at home during meal delivery. Volunteers may not leave your meal in a cooler without ice. If you choose to leave a cooler for our volunteers, please call the office to alert us. We might assume the client is not home and not leave the meal as a result. Leave the cooler at the door regularly used for meal delivery with an ice pack or frozen water bottle. If you live in an apartment building, it is possible you will have to leave a soft-sided cooler bag hung on your door knob due to fire codes. If you have any questions, please call us.

### Questions?

Thank you very much for considering KenTon Meals on Wheels. We are happy to answer any questions you may have and look forward to serving you. Our office hours are Monday through Friday from 8 a.m. to 2 p.m. Our voicemail is on after hours for your convenience. You may also reach us by email at [ktmow@tonawanda.ny.us](mailto:ktmow@tonawanda.ny.us).

Information Receipt

Please return this page with your signature to: KenTon Meals on Wheels, 169 Sheridan Parkside Drive, Tonawanda, NY 14150.

I have read the *General Information and Guidelines About Our Program* above. I agree to the terms of service as specified. I understand that the cost of the service is my responsibility and that it is also my responsibility to inform Ken-Ton Meals of any changes or cancellations or my service. I also understand that if I choose to cancel my service within my first week of receiving it, I am responsible for payment equal to the cost of a full week of service.

Client Name: \_\_\_\_\_

Client signature: \_\_\_\_\_

Date: \_\_\_\_\_

Emergency Contact Name: \_\_\_\_\_

Emergency Contact signature: \_\_\_\_\_

Date: \_\_\_\_\_