

RIVERHEAD SENIOR CITIZENS' SERVICES

KellyTocci
Director

60 Shade Tree Lane
Aquebogue, New York
(631)722-4444 ext 304

Debra Schwarz
Senior Center Mgr.

MOW's Coordinator
Karen Westwood

WELCOME



RIVERHEAD HOME DELIVERED MEALS PROGRAM

*The home delivered MEALS ON WHEELS Program (MOW's)
is funded by the Administration for Community Living
through NYS Office for Aging
the Suffolk County Office for Aging and
the Town of Riverhead*

Mailing Address: Town of Riverhead Senior Programs 200 Howell Avenue Riverhead, New York 11901

Within This Booklet..... Frequently Asked Questions

TABLE OF CONTENTS

Eligibility and Criteria

Page 2

- What are Meals on Wheels?
- Are all senior citizens eligible for the program?
- What is the criteria to receive meals?
- If I meet the criteria, how do I get on the list for a meal?
- Are there any forms that need to be filled out?
- How is the PDS form used?
- How often will I be required to have an assessment?

Page 3

- How long can I receive meals on wheels?
- What are the criteria for short term service?
- Is there a waiting list to receive meals?
- How long will I be on the waiting list?

Meal Delivery

Page 4

- What time are meals delivered?
- Are meals delivered on holidays?
- What is the cost of the meals?
- How can I make my contribution?
- Should I put my name and address on the envelope?
- What if I can not afford to pay the suggested amount?

Page 5

- Can my meal be left outside if I am not home?
- What if I know in advance I am not going to be home?
- Can I receive meals for Saturday and Sunday?
- What should I do with my meal if I am not going to eat it when it is delivered?
- How do I heat my refrigerated and/or frozen meal?

Page 6

- Dietary Modifications - Doctor Orders and Referrals

Page 7

Physician's Letter

Page 8

To Discontinue Meals on Wheels

Page 9

Grievance Policy and Procedure

ELIGIBILITY AND CRITERIA

What are Meals on Wheels?

Meals on Wheels (MOW's) are hot meals delivered to senior citizens that meet the criteria for a home delivered meal program.

Are *all* senior citizens eligible for the program?

No. Certain criteria must be met to receive meals on wheels.

What is the criteria to receive meals?

To qualify for the MOW's program, you must be a Riverhead resident over the age of 60, homebound (unable to attend the congregate program at the senior center) or unable to prepare meals due to a recent hospitalization or a chronic and/or debilitating illness.

How do I get on the list for meals on wheels?

If you feel you meet the criteria for home delivered meals, you, or someone calling on your behalf, must call the office to schedule an appointment with the meals' coordinator. Whenever possible, a referral from doctor/medical personnel should be submitted to the office. If a special diet is necessary, a doctor's note **MUST** be submitted (see page 6).

Are there any forms that need to be filled out?

Yes. NYS Office for Aging requires a PDS assessment form (Provider Data System) to be filled out by everyone who receives meals on wheels. Soon after your request is received, a person from our staff will visit your home to complete this form. Participants will also be asked to fill out an annual evaluation form to assess the quality of service we provide. Comments and suggestions are always welcomed and appreciated.

How is the PDS form used?

The form is used as a tool to assess your needs, and to coordinate other available services.

MEAL DELIVERY

What time are meals delivered?

Meals are delivered between 9:45 and 12:30 MONDAY – FRIDAY.

Are meals delivered on holidays?

If a holiday falls on a regular delivery day (Monday through Friday), we will deliver two meals the day before the holiday: one hot meal and one frozen meal that will need to be heated before eating.

What is the cost of the meals?

A voluntary contribution of \$3.50 per meal is suggested to help offset the cost of meals and delivery.

Persons with self-declared incomes at or above 185% of the federal poverty level are encouraged to make a contribution equal to the actual cost of the meal.

How do I make my contribution?

EVERY THURSDAY when your meal is delivered, your driver will leave a small yellow envelope for your contribution.

EVERY FRIDAY your envelope will be collected by your driver. Please have the envelope sealed and ready.

**-Whenever possible, please write a check
for your contribution-**

Should I put my name and address on the envelope?

Your contribution is voluntary and anonymous. It is not necessary to write your name on the envelope.

What if I can not afford to pay the suggested amount of \$3.50/meal?

A contribution of any amount is welcome, and all contributions received are used to expand the services we provide. If at any time you are unable to contribute, please seal the envelope and return it to the driver anyway. You cannot be denied a meal if you are unable or unwilling to make a contribution.

Can my meal be left outside if I am not at home?

The driver is instructed **NOT** to leave a meal outside or in a cooler if you are not home, due to Board of Health regulations.

What if I know in advance that I am not going to be home when my meal is delivered?

If on occasion an appointment keeps you from being home at the time your meal is to be delivered, call the office to let us know and the driver will deliver two meals the day before.

Can I receive meals for Saturday and Sunday?

Weekend Meals are available **only** in extreme situations. If you qualify for weekend meals, your driver will deliver 2 *frozen* meals with your Thursday delivery. Remember to keep them frozen until needed.

What should I do with my meal if I am not going to eat it when it is delivered?

Your meal **must** be refrigerated (or kept frozen) if you are not going to eat it when it is delivered.

How do I heat my refrigerated and/or frozen meal?

Your meals are usually packaged in a tray called the
OLIVER TRAY.

DO NOT REHEAT IN A TOASTER OVEN

Please note the following instructions for reheating your meals:

1. Peel back lid to vent or slit plastic covering in each section
2. Re-heat meal in microwave 2-3 minutes on high
3. Re-heat meal in conventional oven. Place meal on a cookie sheet and set oven at 250 degrees for 10-20 minutes.

The Oliver Tray is biodegradable and should be disposed in your regular trash

ALUMINUM TRAY: *If you receive your meal in an aluminum tray, you can heat it in the oven or remove contents from tray, place on plate and heat in the microwave.*

DIETARY MODIFICATIONS

Doctor Orders and Referrals

The following is a list of the dietary modifications that can be implemented by the home delivered meals program.

1. Diabetic Diet (no concentrated sweets).
2. Low sodium

Unfortunately, no other restrictions can be accommodated by the program.

All dietary modifications must be in writing by your doctor.

All dietary modifications must be kept current and on file.

PROCEDURE

If you require a change in your diet as stated above, you must submit a written and dated diet prescription to us from your doctor.

Dietary changes must be updated every 6 months.

When your health improves and your home delivered meals are no longer needed.....

You will be encouraged to join your neighbors & friends for a hot noon meal and a few hours of socialization and recreational activities at the Senior Center.

GRIEVANCE PROCEDURE : CLIENT RIGHTS

1. To be informed of all nutrition services provided, and when and how they will be provided.
2. To be given the name, address and telephone number of any person and/or affiliated agencies providing care and services.
3. To be given the name address and telephone number of the manager in order to ask questions, express grievances, report absences of meal and or emergencies.
4. To refuse in advance any meals without loss of other services.
5. To be encouraged an assisted to exercise your right to voice grievances; and seek protection from mental, physical and financial abuse.
6. To receive all the services you require without regard to your race, creed, color, gender, sexual orientation, martial status, disability status or political affiliation.
7. To be informed verbally and in writing of the agencies complaint procedures, and to seek the assistance of outside representatives of your choice to resolve complaints, free fee from interference, coercion, discrimination or reprisal.
8. To review your case record.
9. To be discharged from the program in accordance with the following:
 - Be informed in writing of the reason(s) for discharge at least 5 working days prior to discharge
 - When informed in writing of the discharge, also be informed of the opportunity to appeal the discharge and the process for such an appeal.
10. To be treated with consideration, respect and full recognition of your dignity and individuality.
11. To be shown proper and current identification by the person(s) providing services in your home.
12. To have your wishes regarding your home environment, furnishings and possessions respected.
13. To expect that persons coming into your home exhibit appropriate standards of behavior.
14. To be assured of confidential treatment of your case records.

PROCEDURE FOR FILING A GRIEVANCE

Applies to both denial of services and client satisfaction issues.

1. When denial of services is confirmed in writing the participant or applicant has the right to file a grievance.
2. Participants must submit their grievance in writing to the site manager or the Office for aging, to conduct the initial review.
3. The grievance should be filed within (30) days of denial, reduction or termination of services or of the event or circumstances with which the participant is dissatisfied.
4. The grievance should be filed on the form provided by the AAA, which shall include a written statement that details the date, time and circumstances that are basis of the complaint.
5. Assistance is available, upon request.
6. All grievances will be held in a confidential manner.