

Dear Meals on Wheels Recipient,



Welcome to the Pullman Meals on Wheels program! We're very fortunate to have this valuable program available in Pullman. It is provided by **Pullman Community Council on Aging**, in partnership with the **Council on Aging & Human Services**. Hot, nutritious, noon meals are delivered by volunteers 365 days a year to homebound seniors.

We would like to take this opportunity to point out just a few of the important items that you should know about the Meals on Wheels program.

1. The people that deliver your meals are **VOLUNTEERS**. All they get for their generous efforts are your thanks. Don't forget to let them know you appreciate them and the work they are doing! Please be aware that sometimes your meal may arrive earlier or later than normal due to the number and location of your fellow recipients for that day.
2. Please ensure that your driveway and sidewalk to your door are clear and safe, to ensure the safety of the volunteers. This includes snow and ice removal, as well as trimming vegetation. We have resources to find volunteers to assist you with this task – please let us know if you need this help!
3. We are very lucky to have Bishop Place as the provider of our meals. They do it as a service and don't make a profit on the meals they provide.
 - ❖ **If you need to cancel a meal, it is important to let us know as soon as possible** so that we can pass the information on to the kitchen staff. **You need to call 339-4000 by no later than 12:00 p.m. the day before.** Please leave a message at this number if you don't reach us directly. If you are able to give us even more notice, that will be very helpful.
 - ❖ **If something comes up at the last minute, and you won't be home to receive your meal**, please leave a note on your door with instructions on where to place your meal items, such as in a cooler or box by your door. Volunteers are instructed to not leave meal items if the recipient doesn't answer the door.
 - ❖ It is important to avoid calling Bishop Place about Meals on Wheels issues, as they do not have control over most aspects of the program or the volunteers.
4. The meals that we provide are reviewed by a registered dietitian and are designed for seniors. Although we can make arrangements for diabetic meals, we cannot make substitutions based upon personal preferences.
5. The suggested donation is \$3.00 per meal. You will receive a monthly statement with a total based on the number of meals you received. Help is available for those unable to afford the full cost of their meals.

Pullman Community Council on Aging

- ◆ Meals on Wheels
- ◆ Senior Chore Service
- ◆ Guide to Senior Services

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- ✪ Both the **Pullman Community Council on Aging** and the **Council on Aging & Human Services** are private non-profit agencies; neither makes any money on the Meals on Wheels program. The money you contribute for your meals does not fully cover the total meal cost and we rely on other sources and donations to make up the difference.
6. Your hot meal items will arrive in a hard plastic meal tray with a lid. You may reheat the food in the tray in the microwave, but please do not reheat in an oven unless you don't have a microwave. In that case, please use low heat (under 300') in an oven, and please watch carefully to ensure the tray doesn't overheat.
 7. It is very important that your plastic meal trays are returned to us promptly to ensure that we have enough trays for all recipients the next day. Although they don't look very special, they are designed specifically for our heat-retaining carriers and cost over \$14.00 each. We only have a few more than we need each day, so please return your used tray with your next meal. They should be rinsed, but don't have to be totally clean to be returned. We always wash and sanitize trays before their next use. Occasionally we may use styrofoam containers. Styrofoam containers do not need to be returned.
 8. Lastly, yet still very important, when you have finished using the Meals on Wheels program, please ensure that we get your last meal tray back (as well as any others that you still have). You can call us at (509) 339-4000, and we will make arrangements to have someone pick them up.

Thank you for taking the time to read these important notes. Working together, we can ensure this program is a positive experience for all concerned.

Pullman Community Council on Aging - Meals on Wheels



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