



Better Fresh.
Better Health.

Welcome to the Meals on Wheels
Family!

Guide to
Services



Created and Distributed by:
Meals on Wheels of the Greater Lehigh Valley
September 2021
1302 N Sherman Street
Allentown, PA 18109
www.mowglv.org
610-691-1030

Welcome!

We are glad you are here.

Meals on Wheels is more than a meal. It is a comprehensive program that keeps you healthy and living in your own home. For over 50 years, we have been serving the Lehigh Valley. We provide meals, case management, daily wellness checks, social interaction, delivery of food bank and senior food boxes, emergency supplies, grocery shopping and pet food deliveries to people just like you right here in the Lehigh Valley! We are local. We all live right here in the Lehigh Valley and understand your needs. We look forward to serving you.

If you have questions or concerns, please call us at **(610) 691-1030**. We are here to help!



Table of Contents

- The Difference 5
- Our Food. Your Choice 6
- Nutritional Guidelines 7
- Meals for Your Chronic Conditions 8
- Keeping You Healthy 9
- Eating Later 10
- Cost of Meals 11
- Meals+ 12
- Grocery Shopping 13
- Deliveries 14
- Delivery Days 15
- Our Volunteers. Your Friends 16
- Your Rights & Responsibilities 18
- Client Testimonials 19

The Difference



Why Choose Meals on Wheels?

We are like family:

We live here in the Lehigh Valley and care about your well-being

Freshly made meals:

We prepare food every day — Monday-Friday — and deliver to you within hours of cooking.

Daily volunteer check-in:

Our food is not just delivered weekly to your door. Meals are hand-delivered by volunteers from the Lehigh Valley Monday-Friday. They are there to make sure you are okay and to get help if there is a potential problem.

Minimally processed food: Because our food is made daily, we have reduced chemicals and preservatives. When possible, meals are made with fruits and vegetables direct from local farms.

Our Food. Your Choice.

You pick your food preferences

If there are foods you do not like, please let us know. We will mark a limited number of preferences on your record and provide substitutes for you when possible

You pick the number of meals per day

- **Hot meal**– Freshly prepared meal that is delivered still hot from our kitchen. Has a protein (meat, fish, poultry etc.), vegetable, starch, fruit, bread, **and milk or juice**.
- **Cold bag**– A bag with a sandwich or salad, vegetable, fruit and beverage.
- **Both hot and cold meals**– Could you use both lunch and dinner meals? This option has both a hot and cold meal that are delivered together.

You pick the number of days per week

You can choose to have deliveries 3, 4 or 5 days a week on a schedule of your choice.

You pick additional meals as needed

- **Weekend frozen meals**—two or four of our hot meals in frozen form. Delivered on Thursday with milk or juice, bread and fruit.
- **Chef Pack**-frozen entrees, breakfast meals and soups. These convenient meals offer you the freedom to eat what you want, when you want. All meals are low in fat, sodium and cholesterol.



Healthy Meals

Meals that Meet Nutritional Guidelines

We offer a 5-week seasonal rotating menu approved by a Registered Dietitian. All meals comply with Pennsylvania Department of Aging nutrition requirements for older adults. Menus are planned in accordance with the most recent version of the Dietary Guidelines for Americans. Minimum standards are based on the United States Department of Agriculture Food Pattern and Dietary Reference Intakes.

Each of the meals contains a minimum of 1/3 of the Dietary Reference Intakes. All meals are controlled in calories and carbohydrates, reduced in sodium, fat and cholesterol. We do our best to provide a variety in our menu offerings within these restrictions, as well as client preference.

Meals on Wheels menus are rich in fruits, vegetables, whole grain, and low-fat dairy foods; include lean protein, and limit added fats and sugars. These are principles of the Dietary Approach to Stop Hypertension (DASH) Diet – A dietary pattern promoted by the National Heart, Lung, and Blood Institute to prevent hypertension and cardiovascular disease and to control hypertension.

Two of our meals will include the following:

Meat, Poultry, Fish, Dry beans, Eggs, and/or Nuts:	2 servings
Vegetables:	2-4 servings
Fruits:	2-4 servings
Grains:	2-4 servings
Enriched dairy/calcium equivalent:	2 servings

Made for you.

Meals for your chronic conditions

Basic Wellness:

- Tasty, freshly-prepared meals that incorporate local fruits and vegetables when possible
- All meals are cardiac friendly — reduced sodium, with an average of less than 1800 mg over 2 meals
- All meals are diabetic friendly (<85g carbs per meal)
- 20 mg of Vitamin C
- Minimum of 600 calories, with a weekly average not exceeding 750 calories per meal
- Weekly average fat content does not exceed 35% of total calories
- Minimum daily average of 7 grams of fiber

Renal Diet: Same as basic wellness diet but menus are modified to have nutritional support recommended for most kidney disease patients on hemodialysis, home dialysis or peritoneal dialysis

- Does not limit protein
- Phosphorus and potassium are limited by eliminating foods such as dairy, tomato products, potatoes, oranges and bananas

Soft Diet: For people with dentition issues. Equivalent to the basic wellness diet but with modified food texture such as chopped meats and softer fruits and vegetables.

Pureed Diet: Same as basic wellness diet for those with difficulty swallowing (dysphagia). Food is processed to a smooth, apple sauce/pudding consistency. Liquids are not thickened.

Our Food. Your Health.

Keeping you healthy!

At Meals on Wheels, we know better health begins with the food we eat. Our menus are designed by our professional cooking staff and registered dietitians. Not only do we offer meals tailored to support the nutrition needed for common health conditions and food preferences, but we also take care to survey our clients twice annually and adjust our menus to provide new foods our clients will enjoy as well as classics.



Food from local farms

Food is better fresh! We know that fresh, local ingredients in our meals are healthier for you. Plus, they just taste better! You will see lots of fresh, local ingredients from farms in the Lehigh Valley in many of our meals. Not only do our meals have fresh ingredients, they are also minimally processed. We will make fresh zucchini slaw when zucchini is in season, and our roasted vegetable salad will contain seasonal vegetables. We work with several local farms to give you the best ingredients.

Eating Later

Reheating Meals

We recommend you eat your hot meal at the time of delivery.

- Hot Meal: may be refrigerated up to 3 days or frozen up to 6 months.
- Cold Meal: refrigerate immediately
- Frozen meal: DO NOT thaw the meal and place in refrigerator. Keep frozen up to 6 months

Leaving meals at room temperature for any extended time period may cause illness

Microwave

Refrigerated Meal: Use a fork to puncture the cellophane. Heat on high for 2 minutes. Contents will be hot.

Frozen Meal: Use a fork or knife to puncture the cellophane. Heat on high for 5 minutes. Remove cellophane and mix food. Heat for another 1-2 minutes. Contents may be hot.



Conventional Oven

Refrigerated Meal: Preheat oven to 350 degrees. Remove cellophane. Place meal tray on cookie sheet. Heat for approximately 10-15 minutes, checking for when it is warmed to your preference. Contents may be hot.

Frozen Meal: Preheat oven to 350 degrees. Remove cellophane. Place meal tray on cookie sheet. Heat for approximately 25-30 minutes, checking for when it is warmed to your preference. Stir the contents to make sure it has heated evenly. Contents may be hot.

Cost of Meals

What is the cost of the meals?

We review your income and expenses. We use a sliding fee scale to determine the cost of your meal. The scale is based on the federal poverty guidelines and it is reviewed annually. You may be eligible for county funding to underwrite the cost of your meal. A county case-worker will visit you to confirm and make the final decision about your eligibility.

If you refuse a visit from the county caseworker, we will bill you for the full cost of any meals.

How do I pay for meals?

- A non-refundable deposit equal to the cost of two weeks worth of meals is due at the start of service.
- You are expected to stay on the program for at least two weeks.
- You will be billed at the beginning of each month.
- We expect payment when you receive your bill.
- You may pay by check, money order, SNAP or credit card.
- We only accept Discover, Visa, MasterCard or American Express.
- Please make sure we always have your updated credit card or SNAP card information.



Meals+

You may be eligible for additional services

Meals on Wheels case managers work with you and your family to determine if you are eligible for other supplemental programs that help you remain in your home. Some of these programs are dependent on funding, external approval or volunteer availability. If you are interested in a service listed, please feel free to call us at **(610) 691-1030** and learn more!

- **Chef Packs**– These convenient meals can supplement your regular meal deliveries. These convenient meals offer you the freedom to eat what you want, when you want. All meals are low in fat, sodium and cholesterol and minimally processed. We offer frozen breakfast bowls, soups and meals for purchase and range in price depending on the meal. You must order a minimum of four meals at a time and a maximum of 16. Meals are delivered to your home three working days after your order. Chef Packs meals are constantly changing. We periodically send updated forms to your home but you can call our office any time for the current availability.
- **Ani-Meals**– FREE monthly deliveries of pet food for your cat or dog.
- **Food Access Food Pantry**– Are you in need of extra groceries? This program is exclusively for clients who meet income guidelines and are approved for food by local food pantries. Once approved, we will deliver monthly. Each delivery will be 1-2 bags of low-sodium, shelf stable food items as well as fruits and vegetables.
- **Food Access Senior Food Boxes**– This is a federal government food surplus program administered by Second Harvest. Clients must be over the age of 60 and meet income guidelines. We deliver the monthly boxes directly to your home.
- **Food Access Grocery Shopping**– This program provides volunteers to deliver groceries you have selected. You pay for the groceries and we place the order and bring them to you. There is a \$3 fee for each grocery shopping trip. Please see next page for more detail.



Grocery Shopping

How it Works

We use Giant Direct online shopping service to place your order. You provide your list and payment at the time you order. You can pay with your credit card or SNAP benefits. We do not accept paper coupons, but if there is a sale price on an item, we will make sure the sale is applied to your account. We pick up the order and deliver to your home. Once a month, we invoice you for the shopping trip fees (\$3 per trip)

Three Easy Steps to Place Your Order

1. **Call anytime Saturday, Sunday or Monday before 9:00 am**– Call **(610) 691-6708** and leave a message telling us you want to place an order for that week. You will always get an answering machine. Speak clearly and leave your full name.
2. **Be prepared**– Please have your order ready ahead of time. When a grocery shopping volunteer calls you back, you will be asked: the name of the item, the brand, the size , the quantity and whether or not you will accept a substitute if the one you prefer is not available. We cannot return, replace or refund if you receive a substitution you did not want.
3. **Volunteer will return your call**– A Meals on Wheels volunteer will return your call between 9:00 am and noon on Monday to take your order.

Be kind to our volunteers!
Please be mindful of ordering excessive heavy or large items that will be difficult for them to carry.

Deliveries

How do I cancel a meal or delivery?

There are many reasons why you may need to cancel a meal or delivery. We understand that you may be visiting family. You might have a doctor appointment. You might need to go into the hospital. Anytime you won't be home, just call us or have someone call for you. Give us two working days prior to canceling a delivery. If you give us less than 2 working days' notice, you will be charged for the meal or delivery. **DO NOT ask your volunteer to tell us you need to cancel; call our office at (610) 691-1030.**

When are meals delivered?

Hot and cold meals are delivered daily 10:15 am- 1:00 pm, depending on where you live. Senior Food boxes are delivered on the 2nd Tuesday of the month during the day. Pantry boxes are delivered in the afternoon. Groceries may be delivered in evenings and weekends as needed. Most volunteers arrive at your home around the same time every day, but sometimes they run into delays. If your meal, food box or groceries are not delivered at or near your usual time, please call us at **610-691-1030.**

Why do I have to restrain my pet?

It is critical to us to make sure your pet and our volunteers are protected during a delivery. Most of our clients can put a pet in another room or kennel while our volunteer is delivering. If your pet is not restrained, Meals on Wheels will be unable to deliver and continued inaction may result in cancellation of service.

How do I get a meal when I won't be home?

If you won't be home during your scheduled delivery time, and you still want your meal, please call the office at least two business days in advance to avoid being charged for your meal. With your permission, we can:

- **Deliver your meal** to a neighbor.
- **Leave your meal** in a community room refrigerator
- **Cancel your meal**

Delivery Days

Holiday/ Weekly Closings

We will ALWAYS provide notice of a closing. We deliver every day except:

- Weekends
- New Year's Day
- Memorial Day
- Independence Day (July 4th)
- Labor Day
- Thanksgiving
- Black Friday (Day after Thanksgiving)
- Christmas Day

Depending on how your meals are funded, you may receive frozen meals to use on days we do not deliver. Your client packet also has a suggested list of "shelf stable" foods that you should have in your pantry.

Weather/Emergency Closings

Meals on Wheels will make every effort to deliver your meal. On some very icy or snowy days, the conditions are too hazardous for the volunteers. In the event of a weather or emergency related closing, Meals on Wheels will call you with an automated notice. You can also check:

- WFMZ, Channel 69.
- Listen to these radio stations:

WAEB ----- 790 AM	WAEB ----- 104.1 FM
WEST -----1400 AM	WLEV ----- 100.7 FM
WCTO ----- 96.1 FM	WODE ----- 99.9 FM
WBYN ----- 107.5 FM	WHOL---1600 AM
- Call our office and listen to the recorded message: 610-691-1030

Our Volunteers. Your Friends.

Meal plus safety check — all in one!

We do not just mail you a stack of meals. We believe in one on one relationships and daily check-ins. **If you don't answer your door**, our volunteers are instructed to call us. We will call you to make sure you are home and ok. If you don't answer, we will call the person listed as your emergency contact and ask them to check on you. In some instances, we may request a police wellness check for your safety.

Our volunteers will ALWAYS wear a Meals on Wheels badge with their picture on it.

Your safety is extremely important to us!

Our volunteers are of the highest quality because they are well-trained, receive background checks and have weekly and daily updates to let them know about information that can impact you. We conduct a criminal background check that looks at all the criminal records and abuse reports in the United States and notifies us if that status changes. New volunteers attend an orientation and they ride along as an observer with experienced volunteers. Finally, we offer our volunteers several hours of training each year on topics that we feel are important to working with clients like you. In the unlikely event that you ever have an issue with your volunteer, we ask that you call us immediately at 610-691-1030 so we can address the issue.

Our Volunteers. Your Friends.

What your volunteer can do

Volunteers with Meals on Wheels help us with very specific activities. Their purpose is to deliver meals or groceries to you. They enjoy their interaction with you. Our volunteers are trained **NOT** to take on chores for our clients. This is for your safety. We don't want them, or you, to get hurt. We encourage you not to ask them to do anything other than their Meals on Wheels "job."



Your Rights & Responsibilities

Your Responsibilities

As a meal recipient you agree to:

- Immediately report to our office any changes in your health, living situation, address, phone number or emergency contacts, income and expenses.
- Participate in annual re-evaluation of your eligibility for service.
- Be home during meal delivery time.
- Be responsible for payment of meals.
- Handle and store your meal properly. We comply with all health, sanitary and food safety regulations. However, once you have accepted the meal, you are responsible.
- Listen to your local radio or television station in the event of an inclement weather event, or other emergency.

Your Rights

As a meal recipient you have the right to:

- Receive service without discrimination as to race, color, religion, gender, national origin, disability, political affiliation, citizenship, sexual orientation, or diagnosis.
- Be treated with consideration and respect for your dignity and individuality.
- Have your personal information be maintained with confidentiality
- Receive nutritious meals at an appropriate temperature.
- Appeal decisions regarding any denial or cancellation of service
- Contact us if you have complaints about food, general services, or personnel.

Clients Like You

Testimonials from clients like you



“If I didn’t get the vaccine at home through Meals on Wheels, I wouldn’t have gotten it at all.”

“The best part of Meals on Wheels is the daily visits from the volunteers. They are awesome people; very lovable and good-hearted.”



“The hot meal delivered to my home by a friendly face gave me hope.”



“The meals are very good and helped me control my diabetes”





Created and Distributed by:
Meals on Wheels of the Greater Lehigh Valley
September 2021
1302 N Sherman Street
Allentown, PA 18109
www.mowglv.org
610-691-1030