

# Fresh Meals On Wheels CLIENT HANDBOOK 2020



**Taking care of our neighbors  
one fresh meal at a time.**





## Welcome!

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*Fresh Meals on Wheels of Sheboygan County is committed to serving fresh, nutritious, medically-tailored meals that taste great to the homebound, elderly and disabled in Sheboygan County.*

*IN ADDITION to the delicious meal, each person is visited by a trained and friendly volunteer to ensure each client is safe and doing well.*

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# Who is Eligible for Meals?

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Meals On Wheels serves the elderly, disabled, and homebound. Including those who are recuperating, and those who have a need for nutritiously balanced meals in Sheboygan County.

Meals are available regardless of age, race, religion, handicap, gender, income, natural origin, marital status or sexual orientation.

Meals are delivered five days a week throughout the cities of Sheboygan, Sheboygan Falls, Kohler, Plymouth, Oostburg, Howards Grove, Elkhart Lake, and other surrounding communities and remote areas in Sheboygan County.

# About the Meals

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Meals On Wheels' menus are planned and prepared under the supervision of our food service director and a registered dietitian. All meals provide one-third of the current Recommended Dietary Allowance (RDA) established by the Food and Nutrition Board of the National Academy of Sciences-National Research Council.

Each meal contains servings from the following food groups:

- Protein (meat, fish, fowl, eggs, cheese)
- Starch (rice, noodles, dressing, etc.)
- Vegetable
- Fruit
- Bread
- Dessert
- Beverage

*Menu items are subject to change based on dietary restrictions.*

# To Cancel a Meal

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## **TO CANCEL WEEKDAY MEALS**

Call the office by 9:00AM the business day **before** the day you want to cancel. To cancel a Monday meal, you must call prior to 9:00AM the Friday before.

## **TO CANCEL WEEKEND MEALS**

Call **before** 9:00AM Wednesday. These meals are made in advance.

## **OTHER OPTIONS**

If you call ahead of time, we can arrange to:

- Leave your meal with a neighbor.
- Put it in a community room fridge.
- Put it in your refrigerator if you leave your door unlocked.

Meals **cannot** be left in coolers or outside.

# Delivery & Volunteers

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## ***DELIVERY***

Your meal will arrive between 11:15AM and 12:30PM. If ordered, frozen weekend meals are delivered on Friday along with your regular meal. There is no meal delivery available on Saturdays or Sundays.

## ***VOLUNTEERS***

Meals are delivered by our generous, kind and friendly volunteers. As a service to the community, many area businesses allow their employees to deliver meals over their lunch hour.

We greatly appreciate all the wonderful Meals On Wheels volunteers. It's because of them the meals "Keep On Rolling!"

# Volunteer Safety Policies

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## ***PETS***

Please confine, leash or move pets to a separate area during the delivery time of 11:15AM—12:30PM

## ***CLOTHING***

You must be appropriately clothed during the delivery hour.

## ***WALKWAYS***

The walkways and entrance to your home should be kept clear of leaves, snow, ice, and debris. If you need assistance with this matter, please call our office at (920) 451-7011.

## ***FALLS***

Be aware that our volunteers are instructed to never move a client who has fallen or is injured. **They are required to call 911.**



# Important Information

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## ***DRIVERS MUST SEE YOU!***

Meals On Wheels volunteer drivers are instructed to follow this rule: ***Do not leave meals if you can't see the client!*** Please do not ask the drivers to leave meals when you're not at home. This rule is in place for very specific reasons.

If you realize that you won't be home when the volunteer comes, simply call our office to let us know. You can leave a message on the answering machine. This easy step could save us from having to call your emergency contact. We will leave a note for the volunteer driver. ***Please do not leave notes for the drivers.***

Please note that if there is a concern and your contact cannot be reached **we will call 911.**

# Diets

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Each meal contains a protein, vegetable, fruit, starch, bread, dessert and beverage. There are no fried foods in any of the diets. The following special diets are available:

- **General Diet:** No dietary restrictions. Provides a variety of healthy foods. Sodium levels are less than 1200 mg/day.
- **Heart Healthy:** Controlled intake of fat and cholesterol. Foods with high fat content omitted. Low sodium (typically about 600 mg/meal).
- **Controlled Carb:** Controlled dietary intake of refined carbohydrates. Limited dietary intake of sweetened food & beverages.
- **Renal:** High phosphorus and potassium foods omitted. Low sodium (typically about 600 mg/meal).
- **Gluten Free:** Utilizes gluten-free products and tries to avoid cross contamination. However, allergens are present in our facility.
- **Bland Diet:** Low acidic foods, limited spices and limited garlic and onions (no raw).

*Textured modified foods and other options may be available. Call (920) 451-7011 to discuss options.*

# Meal Plans

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Our minimum delivery schedule is three days per week with a minimum two week commitment to the program.

## 2020 Options

- Dinner . . . . . \$6.50 each**
- Dinner & Supper . . . . \$9.45 both**
- Frozen Meals\*. . . . . \$6.50 each**

*\*Frozen meals are delivered on Fridays to be warmed & enjoyed over the weekend. They are also available for weekly delivery in outlying areas.*

## 2020 Holiday Schedule

There will be no meal delivery the following days:

- Memorial Day . . . . . Monday, 5/25/20**
- Labor Day . . . . . Monday, 9/7/20**
- Thanksgiving . . . . Thursday, 11/26/20**
- Day after Thanksgiving. .Friday, 11/27/20**
- Christmas Eve . . . . .Thursday, 12/24/20**
- Christmas Day . . . . .Friday, 12/25/20**
- New Years Eve . . . . .Thursday, 12/31/20**
- New Years Day . . . . . Friday, 1/1/21**

# Billing

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Invoices are mailed at the end of the month for the number of meals ordered. Invoices are printed on letterhead with the Meals On Wheels logo. Any calls that you might receive regarding your bill or account will come from the Meals On Wheels bookkeeper.

To make a credit card payment over the phone, call (920) 451-7011 and ask for the bookkeeper. To pay by check, include your invoice number on the check and mail it to:

**Meals On Wheels  
1004 S. Taylor Drive  
Sheboygan, WI 53081**

If you have any questions regarding your account, call the office and ask for the bookkeeper.

***\*Volunteers cannot accept payments.***

# Funding

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If you are over age 60 and cannot afford meals, please call our office at (920) 451-7011. Funds may be available for those who meet certain qualifications, but they are not guaranteed.



# Snow Emergencies

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Clients may request a shelf stable “blizzard meal” to be eaten in the unlikely event that we cancel meal delivery. Blizzard meals are delivered in early winter.

Meal delivery has rarely been canceled due to bad weather. However, in case of snow emergencies, **check our Facebook page** or tune into one of the following local stations to listen for cancellations.

- WCLB . . . . . 95.5 AM
- WHBL . . . . . 1330 AM
- B93 . . . . . 93.7 FM
- BUZZ . . . . . 106.5 FM
- WXER . . . . . 104.5 FM
- TV station WTMJ. . . .Channel 4

**We will also change the message on our voicemail system when we cancel meal delivery. Call (920) 451-7011 for updates.**

# Important Phone Numbers

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- Aging & Disability Resource Center . . . 467-4100**
- Alzheimer’s Association. . . . . 800-272-3900**
- Community Services Hotline . . . . . 2-1-1**
- Dept. of Human Services . . . . . 459-6400**
- Family Services (help with bills) . . . . 458-8840**
- Housing Authority, Sheboygan . . . . .459-3466**
- Housing Authority, Plymouth . . . . . 893-5133**
- Safe Harbor . . . . . 452-7640**
- Shoreline Metro Connection . . . . . 459-3420**
- Fresh Meals On Wheels . . . . . 451-7011**
- Mental Health America, Sheboygan . . 458-3951**

*All numbers are area code 920 unless otherwise noted.*

# **Fresh Meals On Wheels of Sheboygan County, Inc.**

**1004 South Taylor Drive  
Sheboygan, WI 53081**

**Phone: (920) 451-7011**

**Fax: (920) 451-7013**

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**Chief Executive Officer. . . . . Kelly Anderson**  
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**Account Services. . . . . Betsie Anderson**  
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**Communications. . . . . Sarah Feldman**  
**Volunteer Services. . . . . Renee Baryenbruch**

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[www.FreshMealsOnWheels.org](http://www.FreshMealsOnWheels.org)