

### **Who delivers Meals-on-Wheels?**

Meals-on-Wheels volunteers deliver the meals. Different volunteers give of their time on different days, so clients will meet many new people.

### **What about Food Safety?**

During delivery, the hot meals are kept in special insulated metal “hot boxes.” The cold meals are kept in insulated ice chests, with frozen cold meals and ice packs to maintain a proper temperature. We do not leave meals at a door without someone there to receive them!

Hot entrées delivered hot to you are intended to be eaten upon arrival. Nutritionists recommend we eat our main meal at lunchtime. Refrigerate the meal if you do not eat the hot meal immediately. The entrée trays are “dual oven-able.” You may reheat it in a microwave or a conventional oven. DO NOT REHEAT IN A TOASTER OVEN.

The instructions for reheating are below.

To reheat in a microwave:

1. Peel back the lid to vent or slit the film in each section.
2. Reheat meal in microwave for 2-3 minutes on high.

To reheat in a conventional oven:

1. Peel back the lid to vent or slit the film in each section.
2. Place the tray on a cookie sheet.
3. Reheat for 10-20 minutes at 250 degrees.

The frozen entrées are intended for you to eat within the next day or two. Refrigerate rather than freeze these meals to eat them on the dates provided on the label. If you freeze your meals for later use, please make note of the date printed on the label and use the meal within a reasonable time period. Again, please do NOT USE A TOASTER OVEN TO REHEAT THE MEALS.

### **How do I stop receiving the Meals?**

Meals-on-Wheels will provide meals to you as long as you need them. On the other hand, many clients receive Meals-on-Wheels following surgery and only need meals during their recovery period. Please call the office at 946-6878 three to four weekdays in advance if and when you discontinue meals.

### **Inclement Weather Procedures**

We do deliver when it rains and snows. The weather has to be extremely bad to cancel meal delivery. In general, if the White Plains Public Schools are closed, then it is probable that we will cancel meal delivery. If that happens, Meals-on-Wheels will notify WFAS Radio (103.9FM, 106.3FM, & 1230AM) of our closure and we will try to call you on the telephone.

At the start of the winter season Meals-on-Wheels of White Plains will deliver frozen “Emergency Meals” to you so that you will have food on hand in the event of an inclement weather closure.

# **Welcome to Meals-on-Wheels of White Plains**



## **Meals On Wheels OF WHITE PLAINS**

**Delivering Food and Compassion  
to Our Neighbors in Need Since 1979**

**Meals-on-Wheels of White Plains  
311 North Street. Suite G-5  
White Plains, NY 10605**

**Telephone: 914-946-6878**

**E-mail: [info@mowwp.org](mailto:info@mowwp.org)**

**Website: [www.mowwp.org](http://www.mowwp.org)**

### **What is Meals-on-Wheels?**

Meals-on-Wheels of White Plains provides two meals per day, a full entrée, and a sandwich supper to our neighbors in the City of White Plains who are not able to cook or shop for themselves. The goal of Meals-on-Wheels is to help people stay in their own homes, in their own community, near us, their friends and family.

### **When are Meals-on-Wheels delivered?**

Meals arrive at clients' homes Mondays and Thursdays between 11 a.m. & 12:30 p.m.

Meal-on-Wheels delivers on some holidays such as Labor Day that fall on these weekdays, but not on others such as Thanksgiving. Then we deliver on the prior day along with an increased number of meals.

### **What Meals does Meals-on-Wheels deliver?**

**Mondays: we deliver meals to cover three days** - a hot entrée and two frozen entrées (each entrée consists of a protein and two sides): three sandwiches; beverages – 2 containers of milk and 1 juice; a slice of bread and a pat of spread; 2 different sides that are usually a fruit or vegetable salad or fresh fruit.

**Thursdays: we deliver meals to cover two days** - a hot entrée and one frozen entrée; two sandwiches; beverages; a slice of bread and a pat of spread; and sides. Only on special request we will provide a third set of meals to cover Saturday.

### **Are special diets available?**

We have a contractor in Mamaroneck to prepare and cook the meals that Meals-on-Wheels delivers. All meals are prepared to a Low-Cholesterol, Low-Sodium (aka – “Salt Free”) standard. We prepare special diets based on medical needs such as: Diabetic, Soft-Meals, and Renal. We accommodate many (but not all) food aversions or allergies such as no beef, no pork or no fish. We provide 1% milk but do not provide Lactose free or whole milk. We do not at this time provide Kosher or Halal service but can provide “Kosher Style” to the best of our ability.

### **How do I or someone I care about start receiving Meals-on-Wheels?**

Call the Meals-on-Wheels of White Plains Office at (914) 946-6878.

Please have the following information when you call:

- Name, address, telephone number and date of birth of the person to receive meals.
- Description of your or that person's state of health or disability
- Name and telephone number of your or their doctor (We do call doctors to discuss diet or if there is an emergency.)
- Name and telephone number of two emergency contacts (family, neighbor, doorman, building superintendent, landlord, etc.)
- Dates/days that service will be requested for.
- Any special directions or instructions on how to get to the home. (For example, an entry code for a buzzer, or using a side or back door instead of the front.)
- Financial information if you or the potential client cannot afford the full fee for service. We can provide you with a form for that purpose.
- Please leave us a message with your name and telephone number if we are out.

### **Do I have to be home for the delivery?**

**Yes, someone must be there to accept the meals. Health department regulations do not allow us to leave meals at the door without someone there to receive them.**

- Our volunteers are required to wear masks while delivering meals.
- All volunteers making deliveries have been vaccinated and had booster shots.

That being said, due to Covid, if you are not comfortable opening your door contact us at 914-946-6878. We will leave your meals at the door if we can hear your voice through the door or the volunteer can speak to you via a phone call while delivering.

### **What if I am not going to be home?**

**Please call the office at 914-946-6878** at least three days in advance of not being home. This gives us time to cancel your meal order or change the directions for the volunteers. Meals-on-Wheels pays for the preparation of your meals, whether you are home or not. If you do not call three days in advance you will generally be expected to pay for the meals. A medical emergency is the exception to this rule. If you do not feel well, do not stay home from the Emergency Room or doctor for your meal. Please call us at 914-946-6878 on your way out, so that we know not to stop at your home or to call your emergency numbers.

### **How much does Meals-on-Wheels cost?**

The fee for service is \$9 for 2 meals per day until June 30, 2023. For 5 days of meals this is \$45 per week. As of July 1, 2023, this will increase to \$11 per day, coming to \$55 per week. Subsidies are available for those who cannot afford the fee. In order to receive a subsidy Meals-on-Wheels will ask for the client's income and major expenses. There is a form to fill out.

The fee for service covers the basic cost of the meals, not the full cost of administering the program. Subsidies for those who cannot afford the full fee for service are provided by donations and a Community Development Block Grant from the City of White Plains. Delivery (time and gas) is provided by volunteers. Administrative costs of running it all (ex. – office, telephone, equipment, etc.) are covered by donations.

Clients receiving subsidies will be asked to provide financial information on an annual basis in order for us to qualify for outside funding. Regular payment of the agreed upon fee is essential cash flow that ensures continual delivery of the meals.

### **How do I pay for Meals-on-Wheels?**

Meals-on-Wheels will mail you once per month to invoice you and provide a return envelope to mail back a check made payable to Meals on Wheels of White Plains. If a family member or other third party is managing your finances, we can mail them your invoices for payment. At this time, we also accept Zella payments via [zelle@owwp.org](mailto:zelle@owwp.org) and are working towards accepting credit and debit cards.

*Meals-on-Wheels of White Plains is a member of:*

