



Welcome to Beloit Meals On Wheels

We hope you enjoy the meals we deliver to you! The information here should answer most questions about the Meals on Wheels service. If there are other things you want to know, or if you have concerns that arise while receiving Meals on Wheels, please call us: 608-362-3683.

Eligibility:

The following criteria must be met to be eligible for Meals on Wheels. Each request for service is evaluated on an individual basis.

Clients must:

- Live in Beloit.
- Be 60 years or older, or the spouse / domestic partner of someone who participates in the program.
- Must be homebound and not driving.
- Be physically unable to obtain food or prepare adequate meals.

How to Start Service

- Prospective client / family member can call the Meals on Wheels office and speak to a staff to complete intake over phone.
- Staff will take down basic details and ask question about: name, address, telephone number, birth date, emergency contact phone numbers, income level, physician's name, medical history, dietary, nutritional screening, and activities of daily living.
- Intake forms can be mailed/emailed to client/family member to complete.
- A home visit may be required prior or shortly after service begins depending on environmental circumstances.
- Meals can start within a few business days, depending upon delivery route availability.
- More information about our service is also found on our website at www.beloitmealsonwheels.org

What We Deliver

- We serve clients on either a short-term basis while recovering from an illness or surgery, or long-term due to their health conditions.
- We provide more than just a meal. Our volunteers / staff also provide a warm smile, friendly visit, and safety check to our clients. This face-to-face contact also ensures that in case of an emergency, medics will be called, loved ones will be notified, and our seniors will not be forgotten.
- We provide meals 5-days a week and are delivered hot and ready to be eaten.
- Our hot lunch meal includes 4 ounces of protein, 2 to 4 ounce servings of vegetables, 1 to 4 ounce servings of fruit (hot or cold). 1 serving of starch, and an 8 ounce serving of milk in a complementary clear sack.
- We also offer a cold brown sack lunch option which consists of a sandwich, fresh vegetables or salad, fruit or fruit juice and milk.

- Frozen meals will be delivered on the weekends (Saturday and Sunday) and on holidays. These frozen meals are nutritional appropriate and come with a complementary clear sack. Clients will need to heat the frozen meals in a microwave following the directions on the packaging.
 - We can accommodate food allergies, those with diverticulitis, those on blood thinners, and preparation needs such as chopped or ground meats.
 - Meals are delivered by our dedicated volunteers anytime between 11:00 - 12:30pm.
 - Menus are overseen by a licensed dietician to meet 1/3 of the recommended daily nutrition for seniors.
 - Each month we will send you a copy of the menu, or you can view the menu online at www.beloitmealsonwheels.org under the "Meals" tab.
 - All meals are heart-healthy and low in salt, with diabetic meals available upon request.
 - Please be appropriately dressed when meals are delivered.
 - **We cannot enter your home, nor leave meals in a cooler, refrigerator, or freezer if no one is there unless notified in advance.**
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More Than Just Meals:

- Beloit Meals on Wheels is fortunate to receive donated fresh items from local bakeries, grocery stores or area food banks and we enjoy sharing these food items with our clients.
 - The surprise is that we never know what we are going to get, or how often.
 - These "treats" may not follow your dietary restriction(s), so we ask that you use wise judgement in consumption and enjoy in moderation.
 - We love serving the community and thank our generous partners for passing along their generosity!
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Meal Cancellations:

- If you are not going to be home for meal delivery (between the hours of 11 – 12:30pm), please call the office at 608-362-3683 to cancel your meal. **Meal cancellations must be called in by 10:00am THE DAY BEFORE meal delivery or any day in advance. If you need to cancel a WEEKEND MEAL or a MONDAY MEAL, those cancellations must be called in by 10am ON THURSDAYS.**
 - You may also call the morning of the cancellation to have your meal pulled and picked up by a family member, or it can be delivered the next day.
 - If we are not informed that you will be away from home when your meal is delivered, we will call your emergency contact(s) and ask them to check on you.
 - If they don't answer, we may leave them a message. If we don't reach anyone, or not able to leave someone a message about your absence, we may contact the local police department and ask them to complete a well-check.
 - Repeated failure to cancel meals in advance may result in discontinuation of service.
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Holidays & Inclement Weather:

- We deliver meals 365 days a year, including holidays.
 - If we must cancel our meal service, due to inclement weather, or another emergency, we will notify you in advance.
 - For the safety of our volunteers, please have someone remove the snow and/or ice from your driveway, sidewalk and entrance.
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Costs:

- We are a non-profit organization and rely on a variety of sources, including client contributions, support from federal and state programs, community donations and United Way contributions, to fund and supplement the cost of the meals for our clients.
 - The suggested donation for each meal is \$5.00. However, we will work with each individual's budget. No eligible person will be denied a meal because of the inability to pay.
 - A monthly meal statement, indicating the number of meals consumed, can be sent to the client or we can mail / email the statement to a payee or family member.
 - Payments can be made by cash, check, or online at www.beloitmealsonwheels.org under the "Meals / Meal Payments" tab.
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Client Updates:

- Before starting our service, and periodically after that, we will conduct client assessments, by phone or in person, in a way to update our files and determine if your needs are being met. It also allows us an opportunity to gauge any health changes and provide other resources in the community to meet your needs.
 - If you move, change your phone number, or want to change how we deliver your meals, please let us know right away.
 - Beloit Meals On Wheels will only release your diet restrictions and relevant health information, in accordance to strict HIPAA regulations, to healthcare facilities or outside food vendor(s) to provide our program services.
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Care Calls for Clients:

- Would you like to receive a regular telephone call from one of our friendly Meals on Wheels volunteers? Our "Care Calls for Clients" program is a telephone check-in to help provide a reassurance telephone call from friendly volunteers.
 - These calls can help reduce feelings of loneliness and isolation especially in light of an unprecedented pandemic which is forcing us to social distance. The volunteers can call as often as you want, and you will make some friendships along the way!
 - If you are interested in participating in this program please call our office (608-362-3683)
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Pet Owners:

- Your pet must be restrained and away from the door when meals are delivered. This can mean securely putting the pet in another room, or making sure it is restrained in a location away from where our delivery volunteers park their vehicle or walk.
- Not appropriately restraining your pet will jeopardize our ability to deliver the meal.
- We do offer a Pet Meals on Wheels program for those client's and their furry friends. If you are in need of any pet food or supplies, please contact the office. Please know that our availability to distribute pet food and supplies is solely based on any donations we receive for this program.

Client Non-Discrimination Policy:

- Beloit Meals On Wheels is an equal opportunity employer and does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, military status, or other status protected by law, in any of its activities or operations.
- These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services.
- We are committed to providing an inclusive and welcoming environment for all members of our staff, clients,

If you want to tell us how Meals On Wheels makes a positive difference in your life, we would sincerely appreciate hearing about it! You can call us, or send us a note, to share your story.

If you have any questions or concerns about your meals, please contact the office.



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608-362-3683