



Riverside Meals on Wheels, Inc.
4845 Brockton Avenue
Riverside, CA 92506
951.683.7151

MEAL SERVICE AGREEMENT

Welcome to Riverside Meals on Wheels! We are happy to serve you and hope you find that we provide “*more than a meal*”. We are interested in your well-being as well as your nutritional health. Our professional staff and trained volunteers are here to assist you in any way we can. Following is information about your meal plan and an agreement for service delivery

MEAL DELIVERY

The delivery of your meals will occur between the hours of 10:00 am and 1:00 pm Monday – Friday. On holidays meals will be delivered on the last business day before the holiday. We cannot guarantee exact delivery times, and we ask that someone be home to receive your meals.

In the event you cannot be home, please make arrangements to have your meals left with a next-door neighbor, or you may decide to hold a day's delivery. In either case, we ask that you notify our office 2 business days in advance to let us know. If you are not home for delivery and have not made prior arrangements or contacted us, we will not deliver your meal and you will still be charged for that meal.

- ❖ To protect the health of our clients and comply with safe food handling practices, we cannot leave meals outside unless you provide a **cooler containing an icepack** near your door. In the event a meal cannot be delivered you will be charged for that meal.
- ❖ To protect the safety of our clients and volunteers we do not accept keys to clients' homes as a means of arranging for meal delivery. Volunteers will not accept your payments or changes.
- ❖ Your pets must be secured at the time of delivery. Failure to do so may result in the volunteer not delivering your meal. We want your pets safe and our volunteers safe as well.

Although we offer meals that are nutritionally healthy, they may not meet the specific requirements of medically ordered diets. We ask that each Meals on Wheels recipient review their own personal dietary restrictions. The recipient is responsible for determining if our meals will work within their own restrictions and in conjunction with the food choices made outside of the Meals on Wheels offerings.

CHANGES AND CANCELLATIONS

You can change your meal plan (number of meals, days of delivery, etc.) at any time by simply calling our office. Please allow 48 hours (2 business days) for the change to take effect.



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You can cancel your meal program at any time. Please make your request 48 hours (2 business days) before the desired end date. If you do cancel your service, we would like to inquire about your reasons for doing so and receive feedback regarding our service. Information from you and other clients is vital to helping us provide the best possible service.

Placing your meal service on temporary hold for any reason (medical appointment, out of town, etc.) can be accommodated at your request by simply calling our office 2 business days in advance and before 10:00 in the morning. This will ensure that your meals are not ordered. Any cancellation made with less than 2 business days notice will be honored, but you will be charged your daily rate.

NOTE: *Credit balances on inactive accounts over 3 months will be donated to our meal program.*

BILLING

The first 20 meals are collected ***in advance*** along with a \$25 one-time setup fee and are ***non-refundable***.

Payments can be made with a check or credit card. We ask that you be responsible in making your payments on time. If a problem occurs, please call our office; we can work with you to make sure your account does not become delinquent. Interruption of service may occur if payments are past due more than 5 days. For your convenience we also offer auto pay through your credit card. RMOW will charge a \$25 fee for all returned checks.

An invoice will be mailed to you or to a designated alternate payer by the 25th of each month. Your bill will reflect credits, unpaid balances and the projected cost for the next month. Payments are due upon receipt. A \$25 late fee will be charged for payments received after the 5th. We are unable to issue refunds for canceled service however, we will reserve your meal credit for future service or you may wish to donate your remaining meals to a senior in need. (90 day hold unless prior arrangements are made)

SAFETY CHECK

It is the general policy of RMOW to make every effort to support the safety and well-being of each client. In the event that a client does not answer for a scheduled delivery the following will occur:

- A phone call will be made to the client's emergency contacts to alert them of a non-response.
- If RMOW is unable to reach the contacts as listed and there is reason to believe the client may be at risk, RMOW will call the non-emergency police phone number to request a welfare check on the non-responsive client.



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- In the event that an emergency arises or becomes evident at the time of delivery, 911 will be called to ensure the health and safety of the client. Additionally, the client's emergency contacts will be notified. Meal delivery is provided by volunteers who are not medically trained or certified to administer treatment.
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INFORMATION & REFERRAL / DISCLOSURE OF INFORMATION

- ❖ We can provide information and referrals to other service providers for clients who may need assistance with aging or related issues. However, we do not endorse any provider nor take responsibility for the actions of other service providers.
- ❖ We will keep all client information confidential unless strictly required by law to do otherwise, or for the following purposes: 1.) the receiving, ordering, and payment of meals, and 2.) to ensure the safety and well-being of our clients.
- ❖ We have a policy of non-discrimination in all of our programs and services. No one shall be excluded on the basis of race, color, national origin, sex, sexual orientation, religion, age, marital status, veteran and military status, or disability unless required by the eligibility guidelines for services.
- ❖ RMOW uses photos and videos to promote and bring awareness to our senior meal service. You agree that RMOW may use such photographs of you with or without your name and for any lawful purpose, including for example such purposes as publicity, illustration, advertising, and Web content unless RMOW is notified in writing otherwise.