

**BURLINGTON COUNTY OFFICE ON AGING
MEALS ON WHEELS #609-702-7053**

Criteria for meals on wheels clients.

1. Must be 60 years or older
2. Physically unable to prepare meals
3. Homebound
4. Family or other support systems are unavailable

Hospice--Clients may receive meals while receiving hospice even if family members are home all day with them.

TEMPORARY SERVICES--At this time we are unable to accommodate clients requesting short-term service. Short-term refers to individuals requesting service for less than 3 months.

Meals are delivered Monday through Friday. Clients must receive meals at least four days a week and they must be the same four days each week. Exceptions to this policy only include:

- Individuals going to daycare. They can receive meals for three or two days.
- Individuals receiving physical therapy may receive meals three or two days if the physical therapy is for a short term basis (i.e.: 6 weeks) **and** if they are **or** are going to be a longer term client (at least three months). Clients must call to cancel meals on days they will be at physical therapy.

The client must be home to receive a meal. Drivers cannot leave a meal if the client isn't home. Exception to this policy only include:

- Client is receiving radiation, chemotherapy or dialysis. Arrangements must be set up prior to the first meal delivery to secure a key & permission to have access to client's home when they are not present. The driver will then be permitted to enter the client's home & leave the meal in the refrigerator.

For safety reasons, a driver is not allowed to enter a client's home if the client is not home & the door has been left unlocked.

Meals are delivered from 9am till 3pm. Depending on where you live in reference to the drivers' route, will determine what time your meal will be delivered. Once the driver establishes a time with a client it will be approximately the same time every day.

WE DO NOT HAVE THERAPEUTIC MEALS-- Our meals are not reduced in fat, cholesterol or sodium.

A donation fee is suggested but not mandatory-- it can range from zero up to a maximum of \$3.50, depending on the client's income and expenses. This information will be gathered when an assessor goes for their visit prior to meals starting. **(Donation letters are mailed out on a monthly basis)**

PLEASE BE ADVISED--When calling in a referral please have all information needed, emergency contact information, doctors names & address, correct phone numbers, and clients disabilities. If the client is still in the hospital please do not refer them until they are discharged.

IT TAKES APPROXIMATELY 3 WEEKS FROM YOUR INITIAL PHONE CALL FOR THE MEALS TO START.