

**MAIN LINE MEALS ON WHEELS, INC.**  
**235 LANCASTER AVENUE**  
**DEVON, PENNSYLVANIA 19333**  
**(610) 688-8170 (Devon Office)**  
**(610) 526-3097 (Bryn Mawr Office)**  
[www.mainlinemealsonwheels.org](http://www.mainlinemealsonwheels.org)

Dear Patron:

Welcome! Main Line Meals on Wheels is happy to be of service to you. We believe the following instructions will be helpful.

1. Depending on where you live, your meals are prepared in the kitchen at Bryn Mawr Hospital or at Devon Manor. They are then packed and delivered by volunteers. We have approximately 220 faithful volunteers without whom the program could not operate. Your meals should arrive between 11:00 a.m. and 1:00 p.m. Please be patient if your meals do not arrive on time each day as substitute volunteers may be on your route and it takes a little more time when you are unfamiliar with an area.
2. At each delivery, you will receive a hot meal, hot soup and a bagged lunch. Please let us know if you have any dietary restrictions. We will do our best to accommodate your dietary needs.
3. Meals are served Monday through Friday, including any holiday therein. If, for any reason, service is not needed during the week, we need to be notified by 12 noon on the previous business day. If a meal is cancelled without adequate notice, you will be charged for the meal. In case of termination of service, notice should be given at least two business days in advance.
4. Meals are paid for a week in advance. If you are on a weekly billing cycle, each Wednesday you will receive an envelope marked with the amount you owe. On Thursday or Friday the volunteer who delivers your meal will pick up the envelope with your payment. You may pay with a check (payable to Meals on Wheels), cash or food stamps. If you do not have exact change, we will issue a credit. If you are on a monthly billing cycle, you or a third party will receive a bill at the beginning of each month.
5. Our offices are staffed Monday through Friday from 9:15 a.m. until 1:30 p.m. If you call when the office is closed, your message will be recorded and we will return your call on the following business day.

We know you will enjoy meeting and chatting with our volunteers and hope you enjoy the meals they deliver. Please do not hesitate to contact us if you have any questions about Meals on Wheels service.