



Dear Patron:

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

DELIVERY SCHEDULE:

- We deliver meals Monday through Friday. The meals are prepared at Bryn Mawr Hospital and Devon Surrey Services for Seniors. They should arrive between 10:30 AM and 1:00 PM.
- Please be sure your house number is prominent, or you make arrangements for easy access if you live in a building with a security system.
- If for some reason you do not need meals on a given day, please notify us by 12:00 noon the business day before. If meals are cancelled without adequate notice, you will be charged for the meal.
- There may be days when you will not be home when we deliver, but you want us to leave the meals. Please notify us, and have a suitable container available where we can leave the meals. It should keep the food away from animals, and, particularly in warm weather, be insulated and contain an ice pack.
- Remember that part of our mission is to have daily contact with you, so if you do not answer as usual, we will be advising your contact person. If that fails, we will notify the police or other emergency personnel to determine that you are safe and well.

MEALS:

- At each delivery you will receive a hot meal (entrée and two sides), hot soup and bagged lunch.
- Please let us know if you have any dietary restrictions. We will do our best to accommodate your dietary needs.

BILLING AND PAYMENT:

- Meals are billed and paid 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 by cash or check (payable to Meals on Wheels).
- If you are on a monthly billing cycle, you or a third party will receive a bill at the beginning of each month.

WEATHER PROBLEMS:

- We make every effort to deliver your meals in all kinds of weather.
- Please make arrangements to have your driveway and walkway cleared of snow and ice so that our volunteers can safely deliver your meals.
- If weather conditions are severe, we may have to suspend service. We usually follow the schools in our decision – if the area schools are closed, we will not deliver. Our phone greeting will be changed to indicate any suspension of service.



- The past few years we have been able to provide our patrons with snow packs containing non-perishable food items (and we hope to continue to do this). We encourage you to save them for such occasions, or to make other arrangements to have food on hand. If we have enough warning of a storm, we will try to deliver extra meals the day before

OFFICE HOURS:

- Our offices are staffed Monday through Friday from 9:00 AM to 1:30 PM.
- If you call when the office is closed, your message will be recorded and we will return your call on the following business day.

ABOUT MAIN LINE MEALS ON WHEELS:

- There are Meals on Wheels programs all over the country. Each one operates independently so we are not all the same. We thought you would like to know a little more about us.
- Like most other programs, we would not be able to operate without our volunteers. We have about 250. They faithfully arrive each day to pack and deliver your meals. We hope you will enjoy meeting and chatting with them and express your appreciation to them.
- Also like other programs, we are mindful that it is not just about the meals – we want to be sure we are in daily contact with you so that we and your loved ones know you are safe and well.
- Our program is not subsidized by any government entity. The amount we charge you for your meals pays for the food (as charged by our suppliers), and the containers. Money for all of our other operating expenses comes from contributions. Contributors in our community include religious organizations, businesses, individuals, foundations, service clubs, and many of our volunteers who contribute financially as well as giving of their time.
- Over the years, we have also received contributions from patrons like you who receive our meals. If you are in a position to contribute to our program, please know that we are a 501(c) (3) non-profit corporation, and so contributions are tax deductible. Some of our patrons have contributed over and above their regular charges when they receive the meals. Others have done it through a bequest in their will, or by specifying us for memorial contributions. However it is done, it will be greatly appreciated, and you will have the satisfaction of knowing that you are helping to put food on the table of other homebound people, some of whom may not be able to otherwise afford our service.

We look forward to serving you. If you ever have any questions, suggestions, or other feedback, we want to hear from you so please give us a call.