

Dear Client:

Hillcrest Meals on Wheels serves Highland Heights, Lyndhurst, Mayfield Heights, Mayfield Village, Richmond Heights and South Euclid by providing home-delivered meals to residents of these Hillcrest communities. Volunteers deliver meals **Monday through Friday approximately between 10:30 a.m. and 12:00 p.m.** The catering division of the Greater Cleveland Food Bank prepares the meals in accordance with dietary guidelines for a reduced sodium/cholesterol menu. **Hillcrest Meals on Wheels does NOT accommodate food allergies (except for lactose intolerance) in its meal program, and is not responsible for any food allergy reactions. It is the client's sole discretion to choose which items to consume.**

If you meet the qualifications for home-delivered meals, it is important that you understand the following business arrangements as they apply to all clients:

(1) We offer the following meal plan: **(no food substitutions)**

Plan A: Hot Meal - \$6.50 per day

The hot meal consists of protein/meat, vegetable, starch, fruit, bread/roll & butter, low-fat milk

Plan B: Combination Meal - \$10.00 per day

This meal includes a sandwich, fruit, salad and low-fat milk, plus all the items listed above in the Plan A meal.

(2) **A security deposit of \$50 is required to begin our home-delivered meal service.** This deposit is applied to your final statement when meal service is terminated. (Any remaining money will be refunded.) ***A minimum of two-week meal service is required.***

(3) **Payment for meals is made on a monthly basis.**

An invoice will be mailed or delivered to you at the beginning of the following month. **Payment is due upon receipt of the invoice. Failure to pay within two weeks of receipt of an invoice may result in cancellation of meals until such time that payment is received.**

Please make checks payable to Hillcrest Meals on Wheels and give it to our volunteer or mail your payment to the following address:

Hillcrest Meals on Wheels
1341 Parkview Drive
Lyndhurst, OH 44124

- (4) We are required to place orders every Tuesday morning for the following week. Once the order has been placed, we cannot request any changes during that week. **If you need to cancel a meal delivery or terminate service**, please notify our office a week in advance, if possible. **If you fail to contact us as indicated, you will be required to pay for the meals that were ordered for you.**

If you know you will not be home for delivery on a particular day, you must make arrangements with the coordinator in advance.

- (5) We **do not** deliver meals on most legal holidays.
- (6) **There will be no meal delivery** when the South Euclid-Lyndhurst Schools are closed **due to severe weather conditions**. There also **may be other days** when there will be **no meal deliveries because of inclement weather**. For this reason, we suggest you keep some food available during the winter months. We also request clients keep drives, walks and steps clear of snow and ice for the safety of our volunteers who deliver meals.

