



Resource Center  
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[mealsonwheelspeople.org](http://mealsonwheelspeople.org)

# Meals on Wheels People General Information

*Changing people's lives, one meal at a time.*



# About Our Food

## Types of Diets & Meals:

Our menus are designed to provide at least one-third of the daily nutrients required for older adults. All meals are low-sodium meals and includes 1% milk. Each meal includes an entrée, starch, vegetable. Meals also come with a salad pack includes salad, bread, some sort of dessert or fruit.

Diets	Explanations	Types of Clients Best Served
<b>Regular</b>	The meals avoid too much fat, saturated fat, cholesterol, sodium, and refined sugars. All entrée meals are the same for both regular and DASH meals, and meet the general needs of most diets, including diabetics. The date listed is the date that it was made, not the expiration date.	This is our basic diet, for those who have no dietary restrictions and need to gain weight.
<b>DASH</b>	“Dietary Approaches to Stop Hypertension” The DASH diet is slightly lower in calories, refined sugars, and sodium. In the DASH salad pack, concentrated sweets and desserts such as cakes and puddings are substituted with items that contain fewer carbohydrates and sodium such as fresh or water-packed fruit. This cold pack will be designated with a <b>RED Sticker</b> .	This might be an appropriate choice for those clients who have diabetes and those who wish to lose or maintain weight.
<b>Soft</b>	The Soft Diet is available for clients who have difficulty chewing and/or swallowing, or need a diet that is somewhat lower in fiber and general dietary irritants. This salad pack will be designated with a <b>GREEN Sticker</b> . Restrictions for the Soft Diet: no hard fruits such as apples, no raw vegetables.  Restrictions for the Soft Diet include: <ul style="list-style-type: none"> <li>No hard fruits such as apples , No raw vegetables, No fruit or vegetables with skin (except baked potato, grapes), No seeds or nuts, No corn</li> </ul>	The Soft Diet is available for clients who have difficulty chewing and/or swallowing, or need a diet that is somewhat lower in fiber and general dietary irritants.
<b>Vegetarian</b>	No meats are included. Please indicate with Intake Coordinator and/or on Referral Form.	These meals are available, but our menu is not as diverse as our other options.

Types of Meals	Explanations	Types of Clients Best Served
<b>Hot</b>	These meals come hot and are ready to eat immediately upon receiving.	Best for those who might forget to make a meal, are unable to use a microwave easily, etc.
<b>Ready to Heat</b>	These meals are the exact same as the hot, but it is delivered cold. If not eaten right away, it is recommended to place in the fridge until it can be reheated that same day.	For those who don’t want to eat a hot meal when it’s delivered and want to reheat the same day.
<b>Frozen</b>	The meals come with a label stating the date that it was made. Bake at 350°F for 20-30 minutes or microwave on HG1H for 3– 5 minutes until the internal temperature reaches 165°F. Frozen meals are good for at least a month. Excludes the salad pack.	For those who don’t prefer eating a hot meal when it’s delivered and are able to reheat using a microwave/stove, or stored in the freezer to be eaten at a later time.

## Additional Information

- Meals are authorized for 30 calendar days. Anything beyond will have to be reauthorized and started by Company/Organization, and submitted to Intake.
- After the 30 days, if the client is 60+, homebound, and not able to prepare meals, this client is eligible to be transferred to OAA, and receive regular Meals on Wheels People services. Meals will be reduced to lunch-time delivery services only. A Client Services Coordinator from our organization will also come out an introduce the client to our regular program.



# Standard Method of Operations

## 1. Intake

Conducted via phone

- i. **Client & Intake Coordinator (preferred method)**
- ii. Referral & Intake Coordinator

### Referral Form (preferred method)

- i. Referral emailed/faxed to Intake Coordinator

## 2. Outreach to Referral

Confirmation of delivery schedule / dietary needs

Authorization dates

## 3. Outreach to Client

Coordinator will reach out to the client directly to confirm the following information:

- i. Does the client know about the program? Answering general questions
- ii. Delivery schedule / dietary needs
- iii. Delivery instructions to our drivers
- iv. General information about our program (e.g. times, no one there during delivery, number of center, etc.)

Two attempted calls will be done in order to get the client started on the program. If unable to contact, deliveries cannot begin and referral will be contacted about result of contact.

## 4. Outreach to Referral (via email)

Coordinator will contact the person who referred to confirm client start date/scheduling

Coordinator will also reach out to referral if client cannot be reached via phone

## 5. Outreach to Center

Sending out deliver schedule / date to the center making the deliveries

If completed before 2:30 pm, deliveries can begin the next day. After 2:30 can start the following day



# When You're With the Client

## Questions to Ask:

Intake Form	Question
<b>Phone Number</b>	What number is the best to reach you? Is there a friend/neighbor who is the best person to reach?
<b>Special Delivery Instructions</b>	Do you have any dogs? <ul style="list-style-type: none"> <li>• How many?</li> <li>• Are they friendly?</li> </ul> Is delivering to the front door okay, or should we deliver to the side/back door? Is there a special number/code to enter your apartment building?
<b>Delivery Schedule</b>	Do you have access to a fridge to store the food in? Do you have access to microwave/oven to reheat the food?  Do you need an interpreter? <ul style="list-style-type: none"> <li>• What is your primary language?</li> <li>• Do you have a friend/family member who can help answer questions?</li> <li>• What is their contact information?</li> </ul> Do you prefer to pick up food at the center? What is the best day of the week? What time (between the hours of 10:00 am — 2:00 pm) works best?

## Important Information to Share with Patient/Client:

### Center information:

- Below is the information of the center making the deliveries.
- Please contact them if the person receiving the meals cannot be there **between 10:30-2:00** when the meals are usually delivered.
- Please keep this number and keep in contact with them as they are the people making the meal deliveries.
  - When canceling, we suggest calling the night before and leaving a voicemail. Voicemails are checked in the morning, so they will get the message. The day of, centers are busy preparing for the deliveries, and unless you speak directly to the person in charge, chances are they will deliver and no one will be there to pick up the meal.

Name of Center \_\_\_\_\_

Number of Center \_\_\_\_\_

### Delivering and no contact:

- If we try to deliver a meal, and s/he isn't there, we would take those meals back to the center and try to contact him/her. If we aren't able to get ahold of him/her, we would try to contact the emergency contact. This acts as a form of a wellness check so that people know that s/he is okay.
- If however, we can't get ahold of anyone, and no one contacts us back, we would begin the process of stopping the meal deliveries.
- Every center operates differently, depending on size. Please contact the center directly for more information.