

IMPORTANT INFORMATION ABOUT YOUR HOME-DELIVERED MEALS...

***All meals recipients must read this pamphlet carefully!**

Service Days for AAA-Arranged Delivery:

As a recipient of home-delivered meals, you will receive home delivery of meals (weather-permitting) from your local center on the days that your center is routinely open, unless you have requested more limited service. (Exception: Meals dispatched by a center that does not have a meals delivery mechanism in operation on each day that the center is routinely open. Such circumstances are noted below:)

The following Centers are open Monday through Friday (normally 9:00 a.m. to 2:00 p.m.):

Apollo Center
(724)478-1410

Ford City Center
(724)763-2660

Davton Center
(814)257-0103

Rural Valley Center
(724)783-2270

Kittanning Center
(724)548-3275 or
(724)548-3290

Leechburg Center
(724)568-1267

Freeport Center
(724)295-4380

(Meal delivery is contingent upon volunteer availability)

Worthington Center
(724)297-3668



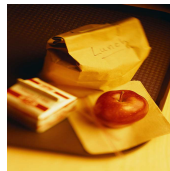
The following Centers are open Monday, Tuesday, Wednesday and Thursday, (normally 9:00 a.m. to 2:00 p.m.):

Parker Center
(724)399-2828
(Consumer responsible to arrange meal pick-up.)

The following Center is open Monday, Wednesday and Thursday: (normally 9:00 a.m. to 2:00 p.m.):
Elderton Center
(724)354-4341

The following Center is open Monday and Wednesday, (9:00 a.m. to 2:00 p.m.):
Brady's Bend Satellite Center
(724)526-5110
(Consumer responsible to arrange meal pick-up.)

The following Center is open Thurs. (9am-2pm)
Distant Satellite Center
(814)275-2101
(Consumer responsible to arrange meal pick-up.)



CONSUMER-ARRANGED DELIVERY OF MEALS:

AAA adheres to an established route system for the delivery of Home-Delivered Meals. In cases where a family/volunteer is willing to self pick-up meals, the AAA will not assume the responsibility of the delivery of meals (outside the AAA established route) if for some reason the family/volunteer can no longer pick them up.

DELIVERY TIMES

Home-Delivered meals are provided to cover the mid-day meal. In more heavily

populated areas, the delivery times of the meals may vary, sometimes as much as 1/2 hour, particularly during bad weather. If 1/2 hour has passed beyond your normal meal delivery time, you may call your local center manager to determine if a problem exists.

Unless there is verbal or visual contact with consumer, the meal will not be left unattended.

Meal Cancellations by Consumers

Consumers who wish to cancel meals for only 1 or 2 days, should contact the Center service department of the AAA, by noon on the day preceding the day(s) of cancellation.

Service cancellations of longer duration, (3 or more days), should be arranged by calling your AAA care manager at (800)368-1066.

Inclement Weather

On occasion when the weather causes hazardous driving conditions, we may not be able to arrange for your meals to be delivered.

When our centers are closed, we are unable to provide home-delivered meals. Watch the following TV stations for announcements concerning center closings:

**KDKA
WPXI**

The Agency on Aging does provide "shelf meals" to be retained by home-delivered meal consumers for use during occurrences when meal delivery isn't possible. A shelf meal is a meal packaged for ordinary shelf storage, and can be prepared with minimal effort for consumption when inclement weather prohibits delivery.

Regardless, it is suggested that meal recipients maintain at least a 5-day supply of easily-prepared foods that have an extended shelf life so as to be certain of adequate food in case of emergency weather conditions.

Donations

The actual cost to the Agency for each meal is about \$3.18 plus delivery costs where applicable. Although there is no charge to consumers for the meals, there is a suggested voluntary contribution of \$1.00 per meal. Self-addressed and contribution envelopes are provided monthly.

Diets

A registered dietician plans all menus to assure balanced nutrition. For diabetic consumers, the agency can, upon consumer request, substitute fruits in place of desserts.

Re-evaluation of Continued Eligibility

The Agency's casework staff will contact you at least every 6 months (if you are receiving on-going

service) to arrange to visit your home for re-evaluation of your eligibility for the home-delivered meals. Continued eligibility is based on consumer being homebound, unable to prepare meals, having no assistance with meals or any other source of getting meals. If your condition improves, you must report this to your care manager, who will re-evaluate your need/eligibility for service.

*****IMPORTANT*****

Guidelines For Meal Deliveries:

*Delivery person must have verbal or visual contact with consumer with every meal delivery.

*Delivery person cannot leave a meal unattended (such as on a table, porch or hallway.)

*Delivery person is not permitted to accept donations or collect contribution envelopes.

01/09

Consumer Questions and Concerns

Any questions or concerns that are not resolved by talking with the manager of the local center, should be addressed to the center supervisor at 1-800-368-1066.

HOME-DELIVERED MEALS



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