



Delivery Policies Rev. 5/19/17

1. Meal delivery is five days a week (weekdays); Two meals are delivered daily, one hot and one cold.
2. Meal delivery should be expected between 11AM and Noon. Times may vary within that timeframe.
3. Short-term delivery is for no less than 2 weeks or ten business days.
4. Meals on Wheels expects that recipients will be home to receive delivery unless notified 24 hours in advance by calling 440-871-2551. ***If no such notice is provided, recipient will be responsible for charges and meals may not be delivered.***
5. If storage period is 2 hours or less, Recipient may place a cooler with a ***frozen ice pack*** near the normal delivery location when they are not able to accept delivery in person and have notified Meals on Wheels (ie. appointments).
6. Billing is typically done at the end of each month; **payment is due 10 days from receipt of bill.**
7. Meal Delivery may be stopped if payment is not received by the 15th of the month. Late payments may result in prepayment for future meals.
8. Volunteers cannot be required to enter a residence as terms of delivery, but may choose to enter the residence if invited.
9. **Meals on Wheels is closed the following holidays:** New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving ***and the day after Thanksgiving*** as well as Christmas Day.
10. Meals on Wheels may be closed when **Westlake Schools** are closed due to weather conditions when the roadways are affected. Efforts will be made to contact recipients when this occurs.
11. Meals will not be delivered, at the discretion of Westlake Meals on Wheels volunteers and staff, if safe delivery or safe storage of the meals is in question. A clear, safe access must be maintained (ie. cleared of snow and ice, debris or clutter).
12. Special diets can be arranged by doctor's order; Meals are prepared at St. John Medical Center and delivered by Westlake Meals on Wheels volunteers.
13. Meals on Wheels reserves the right to contact Emergency Contacts or Emergency Responders, at their discretion, if there is reasonable indication to do so.
14. Meal delivery may be discontinued at the discretion of Meals on Wheels for nonpayment, misrepresentation or inappropriate conduct.

Please sign and return to Westlake Meals on Wheels

Signature: _____

Date: _____

Recipient: _____

Phone: _____