

INSTRUCTIONS FOR HOME ORDERED MEALS

The Council on Aging Home Ordered Meals (HOM) Program is offered to help individuals we are presently unable to serve through the Meals on Wheels Program.

The cost of the meals is \$8.50 per meal, payable with your order. The Council on Aging accepts payment by personal check, American Express, Discover, MasterCard & Visa.

*****FIRST TIME ORDERS MUST GO THROUGH CUSTOMER SERVICE – EXT 225*****
Automatic billing to your credit card is available if your order is received timely and your credit card is on file in our finance department. Please mention upon sign-up that you wish to be automatically billed.

The procedure to order Home Ordered Meals is as follows:

1. Review the enclosed menu to make your selections for the month.
2. Fill out the order form by indicating the dates you wish to have a meal (or meals) delivered, such as 1 for one meal, 2 for two meals, etc. Your order form must accompany your payment.
3. Please fill the form out in its entirety and sign at the bottom. These forms are sent each month by mail for the following month.

Hot Meals are delivered daily Monday through Friday with the following exceptions:

- The Daytona Beach site delivers on Mondays, Wednesdays & Fridays. Frozen meals may be ordered for Monday & Wednesday deliveries to cover for Tuesdays & Thursdays.
- The Deltona site does not deliver on Tuesdays. A frozen meal may be ordered for Monday to cover Tuesday.
- We are closed on certain holidays and there will be no meal delivery on these days; however, frozen meals may be ordered for delivery prior to the holiday closure.

Any frozen meals delivered will not be the same as the hot meal listed on the menu. Frozen meals sent are based upon availability from the vendor.

4. Frozen meals can be ordered for the weekend; however, they will be delivered during the week with your last scheduled delivery for that particular week.
5. We will start your meals on the fourth business day, following receipt of payment and order form. If it is necessary to cancel, please contact the **NUTRITION DEPARTMENT** at Council on Aging **48 hours in advance** or no credit will be given for that day. Telephone numbers are listed below.
6. Please make your check payable to **Council on Aging** and mail the check with the completed form in the GOLD envelope provided. To order with a credit card please call the office (see telephone numbers listed below).
7. Although menu changes are rare, the menu is subject to change.
8. **The volunteers will not leave a meal on a doorstep. If you are not going to be home, please call the office in advance.**
9. Meals are delivered between the hours of **10:45** and **1:00** p.m.

If you have any questions, please call the Council on Aging,
NUTRITION DEPT - Ext 248 - Daytona Area - 386-253-4700, Fax # 386-253-6300,
New Smyrna Area - 386-423-5316, West Volusia - 386-736-7747
Out of State Toll Free 888-252-6110