

What Is Meals On Wheels?

Meals on Wheels, a program of Home Health United, began in 1971 as a part of the Visiting Nurse Service. We delivered 12 meals on the first day of delivery. The program has now grown to 33 routes daily and more than 88,000 meals served annually.

Who Can Get Meals And How Often?

Meals are available to individuals who are unable to shop for and/or prepare nutritious meals. We deliver meals seven days a week and 365 days a year.

What Is Our Service Area?

We deliver in Madison, Middleton and Monona.

Who Prepares The Meals?



The meals are prepared by Hoffman House Catering in Janesville and transported to the various pickup locations.

Who Can Volunteer?

Most volunteers are individuals who choose to help make a difference in our community. However, we also have a corporate volunteer program and volunteers from service organizations, churches and synagogues. Call Sue, our volunteer coordinator for more information.

Who Are The Meals On Wheels Staff?

When you call our office, you may speak to one of the following staff members:

Jane Snowden Sue Barker Barb Endres

What If I Can't Deliver As Scheduled?

Please call our office as soon as possible. We would also appreciate a call if you are going to be late in picking up your meals. **Our number is 276-7598.**

Where Do I Pick Up Meals and When?

Weekdays we have four pickup locations with staggered delivery times:

- *Monona* routes pick up at San Damiano Friary, 4123 Monona Drive **TIME: 10:50**
- *Olin* routes pick up at the Family Service Bldg, 128 E. Olin Avenue **TIME: 11:10**
- *Webcrafters* routes pick up near the main entrance of Webcrafters, 2211 Fordem Avenue **TIME 11:40**
- *Oakwood* routes pick up near the loading dock door of Hebron Hall, 6201 Mineral Point Road **TIME: 11:00**

The Hoffman House delivery truck is available for pickup of meals for a short period of time. If you are late in arriving, the meals will have been left for you inside each building.

Is The Weekend Pickup Time The Same?

No, the weekend pickup times are as follows:

Saturday

- Oakwood - Same location as above **TIME: 11:00**
- Monona - Same location as above **TIME: 11:30**

Sunday

- Oakwood - Same location as above **TIME: 11:00**
- Monona - Same location as above **TIME: 11:30**

How Does The Delivery Of Meals Work?

When you go to the pickup point, tell the Hoffman House driver what route you are assigned to deliver. You will be given two carriers, one for hot food and one for cold. In the cold carrier is a sheet telling you who is to receive meals on that route. Please watch the instructions section for notations about people who may be skipped that day or those who may be new recipients. Each person will get a cold sack and a hot meal. The meals are labeled for each recipient. It is advisable to check the meals in each bag before leaving to be sure you have the correct meals for your route. Deliver the meals, and then return the empty carriers to the site you picked up from and leave the carriers inside the building. It is also advisable for you to have a city map with you. If you find any inaccurate directions, please call, Email, or fax 271-8945 any corrections. Of course, please follow the instructions below of what to do when a recipient does not answer.

What Should I Do If A Recipient Doesn't Answer?

If a recipient does not answer, **do not** leave the meal and call the office at **276-7598**. We will follow up to be sure that person is safe and well. The extra meal may be given to another recipient who has the same diet, eaten by you or thrown away. **Please do not leave any meals in the carriers.**

What Is Different About Delivery On Weekends?

The only difference is that there is no one in the office on weekends or holidays. Someone from the staff is on call and checks messages on the voice mail regularly between 11:00 and 1:00.

Meals on Wheels records 1 ½ hours of volunteer time for each route delivered. Call us if you would like to know your volunteer hours.


**WELCOME TO
MEALS ON WHEELS**

Home Health United
Meals on Wheels
4639 Hammersley Road Madison, WI 53711

Meals On Wheels Volunteers Bring Smiles By the Miles

276-7598




Do you know of someone who has
"Room In Their Heart And Room In Their Car"?
Meals on Wheels volunteers are needed to help
deliver meals seven days a week. Please call us
with the name and phone number of someone
who might be able to bring a hot meal and a
smile to area homebound residents.

Meals on Wheels
4639 Hammersley Road
Madison, WI 53711

276-7598



Meals on Wheels is one of the many services of
Home Health United. For information
about our other services, please call 242-1516

**VOLUNTEER
HANDBOOK**

Meals on Wheels is a program of Home Health United
AND
Supported By
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