



## Meals on Wheels Client FAQ

**Q: Am I eligible for Meals on Wheels? A:** To be eligible for our program you must be an adult who is disabled or elderly. You must reside in Santa Clara County, be homebound, and have difficulty getting your own meals. In other words, you have a need for home-delivered meals due to a medical condition or isolation.

**Q: How do I apply for Meals on Wheels? A:** You or a family member or a professional caregiver may apply. Download the application form or call the Meals on Wheels office at 408.961.9870 or toll-free at 800.505.3367. The application process will take approximately 15 minutes. Our staff will request information such as name, address, phone number, health status, etc. We will also ask you to provide the name and phone number of a family member or friend whom we can contact if there is an emergency or we do not find you at home. We will send you a service agreement that outlines our services and the contribution that you have agreed to make for your meals. You must sign that agreement and send or fax it back to us before we can start service. Download a sample service agreement.

**Q: What is the cost? A:** Although there is no charge for this service for qualified applicants, we do request that those who can afford it contribute to the cost of the meal, which is \$10 per day. Grants and other funding are available to assist low-income seniors.

**Q: Is there a waiting list? A:** If your home is on a route that is currently full, you may be placed on a waiting list.

**Q: I have difficulty carrying things. Can the driver bring my meals inside?**

**A:** Yes, the driver can bring your meal into your home and set it up on the table or put it into the refrigerator, whatever is more helpful to you.

**Q: If I am not home, can the driver leave the meal by my door? A:** No. Part of our mission is to see each client for each delivery. If you are not there to receive your meal and have not notified us, we will try to find you by contacting the emergency contact that you gave us upon starting the service. We also do not want to risk food-borne illness by leaving the meals out without knowing when they will be refrigerated or consumed. If you call the office before 11 a.m. the day before, we can arrange to leave the food with a neighbor if you are not going to be home.

**Q: Can I suspend service for a couple of days without being canceled from the program? A:** Yes. If you call the office before 10 a.m. the day before the cancellation, we can accommodate your needs. A person can suspend service for up

to 30 days without being canceled from the program. When you want to resume service, you must call us the day before 10 a.m.

**Q: Is the Meals on Wheels service available for a short period of time?** A: Yes. We ask that you agree to have the meals for at least 5 days. After that, there is no specific cut-off time when meal delivery needs to stop.

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