



Meals on Wheels of Greenville, Inc.
15 Oregon Street
Greenville, SC 29605
864-233-6565 (phone)
864-235-1264 (fax)
www.mealsonwheelsgreenville.org

MEAL RECIPIENT RIGHTS AND RESPONSIBILITIES

As a meal recipient, you have the RIGHT to:

- Receive service without discrimination and be treated with consideration, respect, and recognition of your dignity and individuality by agency staff and volunteers.
- Meals are available without regard to age, income, race, religion, national origin, sex or handicap.
- Know that personal information you share with agency staff will be kept strictly confidential.
- Be informed of the name, agency, address, and phone number of the Client Services staff.
- Receive a variety of quality nutritious meals.
- Receive all services available from Meals on Wheels for which you are eligible including all available information on referrals to other community services.
- Express opinions, complaints, or suggestions regarding agency service.

YOUR RESPONSIBILITIES:

- You are presently eligible for Meals on Wheels service. At the discretion of the client services staff, re-evaluation will be necessary for continued service. Please report any changes in your health, living situation, address, phone number, or emergency contacts to the client services staff at Meals on Wheels (233-6565) immediately.
- You must be home to accept your meals. If you will not be home for the meal delivery, you must **call us at 233-6565 24 to 48 HOURS in advance** if possible. You can call to cancel your meals up to 9AM the day of delivery. **WE CANNOT LEAVE MEALS** unless you are home to receive them. We are **NOT** permitted to leave meals in a hallway, outside a door, or in a cooler.
- Meals on Wheels complies with all health, sanitary, and food safety regulations. However, once you (or other responsible party) have accepted the correct meals, you assume responsibility for proper food handling and storage. Our obligation has been discharged.
- Drivers for Meals on Wheels are volunteers and staff who come from diverse backgrounds. Meal recipients hereby agree to receive this service from any server who is assigned to serve the route, regardless of race, sex, creed, or national origin.
- Meal recipients agree to provide safe conditions for Meals on Wheels staff and volunteers entering the premises. This includes but is not limited to having pets locked up or otherwise restrained, freedom from illegal activities, or inappropriate behavior in and around the residence, and freedom from unsafe structural conditions. During inclement weather, this includes snow and ice removal from stairs and walkways to ensure safe delivery of meals. If you have any questions or concerns about this call Meals on Wheels.
- Recipients are able to temporarily cancel meal service for up to eight (8) weeks. We will resume your meal service when you return home, however, if it has been longer than 8 weeks you will need to provide a new doctor's referral.
- Meals on Wheels reserve the right to terminate services at any time if the above conditions are not met.
- Meals on Wheels discourage recipients from giving gifts to volunteers and staff who deliver meals. Recipients should direct any monetary or in-kind donations directly to Meals on Wheels. Donations can be made in honor of a volunteer.