

Senior Deli Dining[®] : *Eating A Meal at Your Local HyVee*

Southeast Iowa Area Agency on Aging, Inc. in cooperation with HyVee, has designed a program that will allow an eligible senior to eat a meal from a prescribed menu at their local participating HyVee. Here is how the program works. We have tried to anticipate your questions. If you think of something that we forgot to cover, please feel free to ask the question. We reserve the right to modify, add to or remove items.

The Background

Is This A Totally New Idea?

NO. *The concept is new to Iowa. There are similar programs on the East coast. We designed this program from a model used by an Area Agency on Aging in the Olathe, Kansas.*

Are All HyVee's in Southeast Iowa Participating?

NO. *Only the HyVee in Mt. Pleasant at this time. If the concept is one that works for most of the senior diners, then the Agency will explore expanding to other HyVee locations. Each HyVee location is a separate entity and has the ability to explore ideas similar to this one.*

Will congregate meals be served in any other location in Mt. Pleasant?

At this time the Agency has not arranged for a location where this can occur.

The Customer

Who Is Eligible?

Anyone age 60 or older or their spouse regardless of the spouse's age. All participants must have gone through our Nutrition Program and the Senior Deli Dining registration process. Registering is the key to being able to have the meal on a contribution basis.

The Service

How Often Can I Eat?

Currently, the program is designed to offer eligible diners one midday meal per day, Monday – Friday. The meal will be available between the hours of 11:00 a.m. and 1:00 p.m.

Do I Need to Make Reservations

YES. *At this time. We are working on the best method to accomplish this. Home delivered meals are considered as having a standing reservation. Cancellations will still need to be called in for Home Delivered Meals.*

What Will I Be Served?

In order for the meal to qualify as an Older Americans Act meal, it has to meet specific nutritional requirements. A monthly menu will continue to be available. Your Senior Deli Dining card will only be accepted if you choose to eat the items on our posted menu.

What If I Want Additional Things or I Want to Substitute With Items Which Are Not on the Posted Menu?

Any item you select which is not on the approved posted menu must be paid for out of your own pocket. For example, you want pie and pie is not on the menu, you have to pay for your own pie. Substitutions on the Area Agency on Aging posted menu are not allowed.

Can I Get the Meal Delivered to My Home?

NO. *You must be an approved home delivered meal client.*

Can I Pick Up A Meal to Go?

NO. *At this time we are looking into this as a possibility.*

Can I Pick Up A Meal for Someone Else?

NO. *At this time we are looking into this as a possibility.*

Can I Let Someone Else Eat A Meal by Using My Card?

NO. *The cards are not transferable. Each card has a unique number which is assigned to an individual who has completed our registration process and made a contribution toward the cost of the meals. (See: **Can I Pick Up A Meal for Someone Else?**)*

How Will I Know How Many Meals Are Left on My Card?

Each time you use your card, the swipe machine will print out a receipt. You will be asked to sign the top copy and HyVee will keep the second copy to use for billing the Area Agency on Aging. On your receipt, it will show how many meals you have left. Because you won't want to have a delay in having more meals added, please consider making an additional contribution for more meals so that we can authorize them and you won't have a break in service.

Who Prepares the Menus?

The Area Agency on Aging prepares the menus and has them approved by a registered dietician. The meals have to meet specific nutritional requirements. HyVee prepares the food.

Are Special Diets Offered?

NO. *Our meals are designed to meet low sodium and low fat nutritional requirements. To assure that these requirements are met, individual items will have to meet portion standards.*

How Will I Know Where to Find the Senior Deli Dining Items?

The approved menu items will be identified with the Senior Deli Dining logo so that you can see what you will be getting. The HyVee staff will know what the approved items are.

When Do I Swipe My Card

Cards are swiped after your food selections are made. Remember, when you don't eat our posted menu, the card cannot be used. Instead, you will be asked to pay for the items you selected.

How Do I Register?

Initially, the Area Agency on Aging will schedule enrollment/registration sessions so that all interested and eligible people can participate in the program. The time and location will be announced well in advance.

Might There Be Changes to the Program from Time to Time?

YES. *This is a new effort for all of us and we have to have the ability to make changes when and where necessary.*

Holiday Service

NO. For now we will not provide holiday service.

The Cost

How Much Does It Cost?

The meal is offered on a contribution basis. Please see the contribution range chart on Page 3.

Are Refunds Possible?

NO. Because what you give is a contribution to the program, refunds are not permitted.

Contribution may be made by cash, check, money order or food assistance. The contribution must either be given to the AAA staff person on the premises or mailed to the Area Agency on Aging at 509 Jefferson Street, Burlington IA 52601. Checks and money orders should be made out to: Area Agency on Aging. The Agency will have a form for you to complete so that we are sure to credit your account with the correct number of meals.

Contribution Ranges

What you contribute is a personal decision.

Our meals are not FREE. The difference between what you contribute and the cost of the meal is subsidized by others.

Contributions keep the program running. Please be generous!

Food assistance (food stamps) are accepted as a contribution.

The contribution ranges are based on our full cost of producing a meal. Currently that cost is \$8.45.

We recognize that your decision on how much to contribute will be based on how often you eat, your income, your food likes and dislikes and monthly expenses, etc.

*Income Range Per Month
(Based on Individual Income/All Sources)*

Suggested Contribution Per Meal

*\$500 to \$902
\$903 to \$1525
\$1526 to \$2149
\$2150 to \$2772*

*Contribute what you feel you can afford
\$3.50 to \$4.25
\$4.50 to \$5.25
\$5.50 to \$6.25*

Convenience Chart for Filling Your Senior Deli Dining Card

Income Range	5 Meals	10 Meals	15 Meals	20 Meals
<i>\$500 to \$902</i>	\$12.50	\$25.00	\$37.50	\$50.00
<i>\$903 to \$1525</i>	\$19.50	\$39.00	\$58.50	\$78.00
<i>\$1526 to \$2149</i>	\$24.50	\$49.00	\$73.50	\$98.00
<i>\$2150 to \$2772</i>	\$29.50	\$59.00	\$88.50	\$118.00

The Benefits

Will I Still Have Nutrition Information Available to Me?

YES. Nutrition education to promote healthy eating and lifestyles will be made available.

You will have access to the HyVee Dietician on those days when they are present on the premises.

Will I still Be Able to Socialize With My Friends?

YES. You might even meet some new ones or you might see people you don't see very often. Grocery shopping, pharmacy service, flower and gift shop provide other activities of interest for you.

Hours of Service

You will be able to consume your meal between the hours of 11:00 a.m. – 1:00 p.m. M-F. This is a broader window for you to take advantage of our nutritious midday meal. Home deliveries will be made at one designated time.

Miscellaneous

What If I Lose My Card?

A lost card can be replaced under the following conditions:

The lost card is reported to our office. You may be asked for information about when and where you think you may have lost the card.

The lost card will be cancelled immediately and cannot be used again.

Based on the records maintained in our main office, the replacement card will be authorized for the same number of meals remaining on the lost card. We will have a record of the number of meals not used. For example, if you had a card with 5 meals left on it and you lose the card, we will replace it with a new card with authorization for the 5 meals. Even if found, your old card will no longer work.

Who Do I Call to Cancel My Home Delivered Meal?

For now, we will ask that you call our toll free number: 1-800-292-1268