



ProAction

of Steuben and Yates, Inc.

helping people. changing lives.

Senior Nutrition Program

- Operator:** Pro Action of Steuben & Yates, Inc.
117 East Steuben Street
Bath, New York 14810
- Phone:** Steuben (607) 776-4310
Yates (315) 536-6038
- Email:** nutrition@ProActioninc.org
- Web:** <http://www.ProActioninc.org>
- Sponsors:** Steuben County Office for the Aging
Yates County Office for the Aging
New York State Office for the Aging
The Administration on Aging

Updated 10/17/2016

Dear Customer,

Welcome to our Senior Dinner Clubs and Home Delivered Meals Program. We are so glad to have you join us.

Steuben and Yates Senior Dinner Clubs and Home Delivered Meals are operated by Pro Action of Steuben & Yates, Inc., which is a nonprofit organization. The program is sponsored by the Steuben County Office for the Aging, the Yates County Office of Aging, the New York State Office for the Aging and the Administration on Aging.

The program is funded by customer contributions, donations from local businesses and service organizations, private donations, grants from the United Way, and the federal, state and local governments. No single source of funds is enough to keep the program operating. This partnership allows us to provide this service.

Through the provision of nutritionally balanced meals and nutrition education, the Pro Action Senior Nutrition Program provides support for seniors who wish to maintain independent living and a healthy life-style.

Customers may choose to receive Home Delivered Meals and/or dine at one of the program's congregate Senior Dinner Clubs conveniently located throughout Steuben County and in Yates County. The suggested voluntary customer donation is \$3.00 per meal; however, a suggested contribution level, equal to the actual cost of the meal for participants who self-disclose income that is at or above 185% of federal poverty level.

The Nutrition Program will help you keep nutritionally healthy and able to remain in your home for as long as possible. We are very glad to assist you.

Sincerely,

The Pro Action Nutrition Program Staff

Frequently Asked Questions About Home Delivered Meals

1. What is the Home Delivered Meals Program?

The program is provided as a support for seniors who wish to maintain independent living but are unable to prepare nutritious meals for themselves. Working together Pro Action and Corning Meals on Wheels are able to extend this service throughout Steuben County and in Yates County.

2. Who can receive home delivered meals?

Home delivered meals are available to anyone 60 years of age or older and their spouse regardless of age. This is a wonderful option if you are homebound, disabled, chronically ill, recently discharged from the hospital, or at nutritional risk. Home delivered meals are available on a limited basis for those under age 60 who have a disability and live with an eligible senior. Home delivered meals are also available for those who participate with a Medicaid managed long term care plan.

If you do not meet these eligibility criteria, please call us at (607) 776-4310 to ask about our self pay option.

3. When will I receive my meals?

Meals are generally delivered between **8:30 am and 1:00 pm** Monday through Friday. Your driver will let you know what time to expect your meal.

4. What will my meals consist of?

You have a choice of a daily chilled meal, and frozen weekend meals. You may select any combination that meets your nutritional needs. We serve whole wheat bread, skim milk, and orange juice.

CHILLED MEAL

3 Compartment Container of Food (protein, starch, vegetable)
Slice of Bread with Margarine Fruit or Dessert 8 Ounce
Carton of Skim Milk
4 Ounce cup of Orange Juice

5. What if there is a weather or other emergency and they cannot deliver my meal?

Shelf stable emergency meal packs will be provided throughout the year in case the program is closed due to severe weather or other emergency. This pack will consist of:

- Canned entrée – either Tuna or Chicken with condiments
- Package of crackers
- Juice
- Canned Fruit
- Instant dry milk
- Cookies

6. How do I prepare and store my meals?

The meals will come chilled and will need to be reheated. Please follow the instructions below. Frozen weekend meals must be put in the freezer when they arrive. (The frozen meal may be left in the refrigerator for a day prior to heating it.) The volunteer driver will be happy to assist you with putting your meals in the refrigerator or freezer.

Chilled Meal Reheating:

Microwave

Peel back lid to vent or slit film in each compartment. Reheat meal in microwave 2-3 minutes or until hot and steamy, about 165°

Conventional Oven

Pre heat oven to 350 degrees, place meal on cookie sheet, heat in oven for 10 minutes or until hot and steamy, about 165°

Toaster Oven

Remove the meal from the original package and place in an oven-safe metal or glass pan. Heat at 350 degrees for 10 minutes or until hot and steamy, about 165°

Frozen Meal Reheating:

Microwave

If the meal is in a plastic or paperboard tray: Peel back lid to vent or slit film in each compartment. Reheat meal in microwave 3-5 minutes or until hot and steamy, about 165°

If the meal is in an aluminum container: remove the meal from the original package and place in a covered microwave oven-safe plastic or glass container. Reheat meal in microwave 3-5 minutes or until hot and steamy, about 165°

Conventional Oven

Pre heat oven to 350 degrees, place meal on cookie sheet, heat in oven for 30 minutes or until hot and steamy, about 165°

Toaster Oven

If the meal is in a plastic or paperboard tray: Remove the meal from the original package and place in an oven-safe metal or glass pan. Heat at 350 degrees for 10 minutes or until hot and steamy, about 165°

If the meal is in an aluminum container: Heat at 350 degrees for 10 minutes or until hot and steamy, about 165°

7. How do I keep my meals safe?

Keep hot foods hot and cold foods cold except for short periods of time such as while eating. If you prefer to eat your meal later in the day instead of when it is delivered, put your meal in the refrigerator as soon as it arrives at your home. Refrigerate all cold foods that you are saving to eat later. Refrigerate all leftovers immediately after you eat. If food is left at room temperature longer than 2 hours, throw it out. If you receive frozen meals, put them in your freezer as soon as they arrive. The meals should be heated directly from the freezer or they can be thawed in the refrigerator before heating. Do not leave food out on the counter to thaw. All leftover foods from meals need to be used within 3 to 5 days or thrown out. Remove spoiled and over-age foods from the refrigerator regularly.

8. Do I have to be home to receive my meals?

Yes, it is recommended that you be home, as the meal cannot be left outside if you are not home. The volunteer can leave it at a neighbor's home or place it in your refrigerator at your request. Please give us a call at (607) 776-4310 for Steuben or (315) 536-6038 for Yates the day before or by 8:30 am on the day that you will not be home.

9. What if I need a special diet or other accommodation for my meal?

Our menu has been developed to meet the needs of most individuals, including those with diabetes. The meals are prepared with low to moderate amounts of total fat, saturated fat, cholesterol, sugar and salt. Because of this, physician orders for diet changes, including diabetic, low sodium or other modifications are not needed. Menu item preferences cannot be given consideration. If you not able to heat up the meal or need a modified consistency to the meal, please contact your Office for the Aging case manager so that she can work with you to address this need. The Office for the Aging case management staff can be reached in Steuben County at (607) 664-2322 and in Yates County at (315) 536-5515.

10. How much do the meals cost?

The approximate cost to prepare the meal is \$6.00. For most customers, we ask for a voluntary contribution of \$3.00 per meal. However, a suggested contribution level, equal to the actual cost of the meal, is requested for those eligible senior participants who self-disclose income that is at or above 185% of federal poverty level. For our Medicaid managed long term care customers, no contribution is requested. For self-pay customers, we require the full cost of the meal to be paid.

11. How do I make my contribution?

You will receive a monthly statement of services following the receipt of meals. All contributions are used to expand this service and are kept confidential. You will receive a self-addressed stamped envelope for your convenience. We gladly accept food stamps, cash, or checks payable to Pro Action Nutrition Program. For eligible seniors, none will be denied services for the inability to contribute. However, for self-pay customers, we require the full cost of the meal to be paid.

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## Frequently Asked Questions About Our Senior Dinner Clubs

### 1. **What is a Senior Dinner Club?**

Senior Dinner Clubs provide a nutritious meal, entertainment, and socialization opportunity in a congregate dining setting. Each club is staffed with a Site Manager, Food Servers and volunteers. There are 8 dinner clubs throughout Steuben County and there is 1 dinner club in Yates County.

### 2. **Who can attend the Senior Dinner Club?**

The clubs are open to anyone 60 years old or older and their spouse regardless of age. Persons under age 60 with disabilities may attend if they reside in a housing facility occupied by seniors or if they live with and accompany someone age 60 or older to the dinner club. We also provide meals to those who participate with a Medicaid managed long term care plan. Other guests under 60 are welcome to dine with you; however, federal laws require them to pay the full cost of the meal. (See **How much does it cost?**)

### 3. **What will my meal consist of?**

#### Sample Menu

Entrée (protein, starch, vegetable)  
Whole Wheat Bread with Margarine  
Fruit or Dessert  
Skim Milk and Coffee or Tea

\*In a restaurant you would pay nearly \$8.00 for this meal\*



#### **4. What if I need a special diet or other accommodation for my meal?**

Our menu has been developed to meet the needs of most individuals, including those with diabetes. The meals are prepared with low to moderate amounts of total fat, saturated fat, cholesterol, sugar and salt. Because of this, physician orders for diet changes, including diabetic, low sodium or other modifications are not needed. Menu item preferences cannot be given consideration. If you require a consistency change, please contact NY Connects at (607) 664-2322 in Steuben County or (315) 536-5515 in Yates County and staff will work with you and your caregivers on this need.

#### **5. Taking food home and take out meals**

Small amounts of leftovers may be taken home. Only food that can be safely transported should be taken. The Senior Nutrition program will provide sanitary containers for this purpose. We encourage you to transport the food in a cooler, to proceed home immediately and to refrigerate it upon arrival. The Senior Nutrition Program's responsibility ends when the food is given to the customer. Take out meals are allowable if needed due to illness or other reasonable need for a customer that cannot attend a Senior Dinner Club. All sites will provide a takeout meal. Meals must be packed in approved containers only. You must reserve your meal ahead of time. Your meal will be packaged after dining room service is complete. You will receive a complete meal, including the sides and condiments. We encourage you to transport the food in a cooler, to proceed home immediately and to refrigerate it or reheat it and consume it upon arrival. The Senior Nutrition Program's responsibility ends when the food is given to the customer.

## **6. Provision for Visually Impaired or Disabled**

Pro Action Senior Nutrition staff will make every effort to ensure those who are having difficulty consuming food using typical plates, cups or utensils receive assistance in obtaining special devices. We will work to protect the client's dignity and independence by facilitating solutions to their eating challenges. Program staff will consult with the ProAction Nutrition Program Director to discuss the client's circumstances and need for referrals. The Nutrition Program Director may advise client to discuss need for an Occupational Therapy evaluation with their physician. Additionally, a referral to NYCONNECTS at the appropriate county Office for the Aging may be helpful in seeking an evaluation and where to purchase and how to pay for adaptive devices. Please request their "Fact Sheets" for available options. Each ProAction congregate meal site will display a sign advising program participants of available assistance for adaptive eating devices. Adaptive equipment needs for HDM clients will be addressed through the assessment and referral process of the Office for the Aging case managers.

## **7. How much does it cost?**

The approximate cost to prepare the meal is \$6.00. For most customers, we ask for a voluntary contribution of \$3.00 per meal. However, a suggested contribution level, equal to the actual cost of the meal, is requested for those eligible senior participants who self-disclose income that is at or above 185% of federal poverty level. For our Medicaid managed long term care customers, no contribution is requested. With a few exceptions all other diners under age 60 must pay \$6.00 per meal (speak with the site manager for details).

## **8. How do I make my contribution?**

Your contribution is placed in a locked box at the dinner club. We gladly accept cash, food stamps, or checks payable to Pro Action Nutrition Program.

All contributions are used to expand this service and are kept confidential. No eligible senior will be denied services for the inability to contribute. For other

customers, we require the full cost of the meal to be paid.

### **To Make a Referral**

If someone you know is in need of **Home Delivered Meals** all you need to do is call the Steuben County Office for Aging at (607) 664-2298 or the Yates County Office for Aging at (315) 536-6038 for the initial referral. Meals generally start within 2 business days.

Corning-Painted Post area residents should call Corning Meals on Wheels for meal service in your area at (607) 962-7985.

## **Non-discrimination, Targeting and Special Accommodations**

The Pro Action Senior Nutrition program will not discriminate against any customer because of race, creed, color, sex, national origin, disability or sexual preference. Pro Action Senior Nutrition will show good faith efforts in serving underserved populations including minorities, low income individuals, frail and disabled seniors, and vulnerable seniors including those with limited English proficiency, LGBT, persons at risk of institutionalization and those with Alzheimer's or dementia.

Pro Action Senior Nutrition offers language assistance, accommodations for those with hearing impairments, and accommodations for visually impaired. Special accommodations include preferred language translation of written material and monthly menus, large print or braille, language line for language access by phone, and special utensils and containers for those with visual impairments. Please contact the Senior Nutrition program to discuss your needs. At all times, you will be treated with dignity and respect.

## **Client Grievance Procedure**

Anyone who has a concern about the method or quality of service provided at the congregate meal centers or through the home delivered meals program may send or voice their concern to Pro Action Nutrition Services Manager.

### Grievance Process

#### A. Filing a Grievance

1) Participants must submit their grievances in writing to the person (s) or office that has been designated to conduct the initial review. The reviewer will be the manager of the ProAction Senior Dinner Club and Home Delivered Meals Program or any other person designated by such director who is not familiar with or otherwise involved in the grievance.

2) The grievance should be filed within thirty (30) days of denial, reduction or termination of services, or of the event or circumstance with which the participant is dissatisfied. ProAction may grant an extension for good cause shown.

3) The grievance should be filed on the form provided by ProAction which shall include a written statement setting forth in detail the date, time and circumstances that is the basis of the complaint.

Date: \_\_\_\_\_

To: Nutrition Services Manager, Jamie Hojnoski  
ProAction of Steuben & Yates, Inc.  
117 E. Steuben Street  
Bath, N.Y. 14810  
(607) 776-4310

Dear Manager:

I am writing to request a review of the following grievance:

\_\_\_\_\_ I was denied service.

\_\_\_\_\_ I am not satisfied with the quality of service or an activity provided by your agency.

\_\_\_\_\_ I have the following grievance (briefly describe):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date/estimated date of the event or action complained of: \_\_\_\_\_

**(This form must be filed within thirty (30) calendar days of this event or action unless you are granted an extension for good cause.)**

Please describe in detail what happened or what your grievance is (if you need extra space, use the back side of this form):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Dinner Club Locations**  
**Steuben County**

**Addison Place Apartments**

43 William Street  
Addison, New York 14801  
(607) 377-9951  
Lunch served at Noon

**Clyde F. Simon Lakeview  
Apartments**

105 Geneva Street  
Bath, New York 14810  
(607) 776-4310  
Lunch served at 11:30

**Dayspring II Apartments**

220 Tioga Avenue  
Corning, New York 14830  
(607) 769-9786  
Lunch served at Noon

**Hornell Church Street Court**

Church Street Apartments  
Hornell, New York 14843  
(607) 324-0814  
Lunch served at Noon

**Hornell Senior Center**

20 Broadway Mall  
Hornell, New York 14843  
(607) 324-8609  
Lunch served at Noon

**Corning Senior Center**

1 Park Lane  
Corning, New York 14830  
(607) 962-2009  
Lunch served at Noon

**Hammondsport Presbyterian  
Church**

1 Park Place  
Hammondsport, NY 14840  
(607) 569-2712  
*Open Tuesdays only*  
Lunch served at Noon

**Pulteney Presbyterian Church**

County Route 74  
Pulteney, New York 14874  
(607) 522-5121  
*Open Mondays and Thursdays only*  
Lunch served at Noon

**Yates County**

**St. Marks Terrace**

36 Millard Street  
Dundee, NY 14827  
(315) 466-3904

To make a reservation, call your local dinner club at least one day in advance.

Service times may vary at each individual site, Please call ahead.

**We are closed on the following Holidays; there is no meal delivery on these days.**

**2017 Holidays**

**Monday, January 2nd**

for New Year's Day

**Monday, January 16<sup>th</sup>**

for Martin Luther King Day

**Friday, April 14th**

for Good Friday

**Monday, May 29<sup>th</sup>**

for Memorial Day

**Tuesday, July 4<sup>th</sup>**

for Independence Day

**Monday, September 4<sup>th</sup>**

for Labor Day

**Monday, October 9<sup>th</sup>**

for Columbus Day

**Friday, November 10<sup>th</sup>**

for Veteran's Day

**Thursday, November 23rd & Friday, November 24<sup>th</sup>**

for Thanksgiving

**Monday, December 25th & Tuesday, December 26<sup>th</sup>**

for Christmas