



ProAction

of Steuben and Yates, Inc.

Senior Nutrition Participant Brochure

- 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:** leeb@ProActioninc.org
hojnoskij@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 5/14/2018

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 for Community Living.

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 contribution is \$3.50 per meal; however, a suggested contribution level, equal to the actual cost of the meal is applicable for participants who self-disclose income that is at or above 185% of federal poverty level.

The Nutrition Program hopes to 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,

Pro Action Nutrition Program Staff

Non-discrimination, Targeting and Special Accommodations

The Pro Action Senior Nutrition program will not show discrimination 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, language line for language access by phone, and special utensils and containers for those with visual impairments. While nutrition staff is not specially trained to recommend special equipment for your specific needs, we will gladly assist you to get to the right professionals who can help you gain maximum independence, functionality and dignity in eating. Please contact the Senior Nutrition program to discuss your needs.

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 and Yates Counties.

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 delivered between approximately **8:30 am and 12:30 pm** Monday through Friday.

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, 1% milk, and juice.

CHILLED MEAL

3 Compartment Container of Food
(protein, starch, vegetable)

Slice of Bread with Margarine Fruit or Dessert

8 Ounce Carton of 1% Milk

4 Ounce cup of Juice

Starting 1/2/2018 we are offering four substitute meals for menu choices you may dislike or are restricted from due to dietary limitations. Substitution can be made for the entrée meal only. The side pack of milk, juice and dessert will stay the same. The substitute meals are:

- A. Meatloaf with yams and green beans
- B. Meatballs with mashed potatoes and broccoli
- C. Grilled chicken with white potatoes and carrots
- D. Hamburger Patty with rice and mixed vegetables

In the case of new participants and substitutions, the Central Kitchen requires notification no later than 1:30 pm, two business days in advance of the desired delivery date. The numbers to call are:

Steuben - (607) 776- 4310

Yates - (315) 536-5515

5. What if there is weather or other emergency and the meal cannot be delivered?

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

Canned entrée

Package of crackers

Juice

Dried Fruit

Calcium enriched powdered drink – please add 8 oz. of water to each package (2 packs per day)

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 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°

Weekend 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. If you prefer to eat your meal later in the day instead of when it is delivered, put the 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. Frozen meals should be placed in your freezer as soon as they arrive. Meals should be heated directly from the freezer or thawed in the refrigerator before heating--do not leave food out on the counter to thaw. Leftovers 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, as your meal cannot be left outside if you are not home. The driver can leave it at a neighbor's home or place it in your refrigerator at your request. Call (607) 776-4310 for Steuben or (315) 536-6038 for Yates the day before if you need to make alternate delivery arrangements or need to cancel delivery.

9. What if I need a special diet?

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. Physician orders for diet changes, including diabetic, low sodium or other modifications are not needed. Menu item preferences and modified consistencies cannot be given consideration.

10. How much do the meals cost?

The approximate cost to prepare the meal is \$7.00. We ask for a voluntary contribution of \$3.50 per meal. For Medicaid managed long term care customers, no contribution is requested. For self-pay customers, the full cost of the meal is 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 services and are kept confidential. You will receive a self-addressed stamped envelope for your convenience. We accept food stamps, cash, or checks payable to Pro Action Senior Nutrition Program. No one 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 prior to delivery of meals.

To Make a Referral

If someone you know is in need of **Home Delivered Meals** please 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.

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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 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. All dinner clubs require reservations one day in advance of attending. See **DINNER CLUB LOCATIONS** for phone numbers. (Page 13)

### **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?** Page 10)

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

#### Sample Menu

Entrée (protein, starch, vegetable)  
Whole Wheat Bread with Margarine  
Fruit or Dessert  
1% Milk and Coffee or Tea

### **4. What if I need a special diet?**

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. Physician orders for diet changes, including diabetic, low sodium or other modifications are not needed. Modified consistencies are not available.

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

For most customers, we ask for a voluntary contribution of \$3.50 per meal. For our Medicaid managed long term care customers, no contribution is requested. With a few exceptions all other diners under age 60 must pay \$7.00 per meal (speak with the site manager for details).

### **6. 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 one will be denied services for the inability to contribute. For other customers, we require the full cost of the meal to be paid.

### **Notice of Your Right to File a Grievance**

As a participant in the Pro Action Senior Dinner Club or Home Delivered Meals Program in Steuben County or Yates County you have the right to file a grievance if services are denied or if you are dissatisfied with the service provided.

Assistance is available upon request to help you with filing a grievance if you are unable or have difficulty doing so.

You must submit your grievance in writing to the Nutrition Service Director of the Pro Action Senior Dinner Club & Home Delivered Meals Program at 117 East Steuben Street, Bath, NY for an initial review within thirty (30) days of denial, reduction or termination of services or of the event or circumstance with which you are dissatisfied.

The grievance should be filed on the form provided by Pro Action—see next page for form.

Name: \_\_\_\_\_

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

To: Jamie Hojnoski, Nutrition Services Manager  
Pro Action of Steuben & Yates, Inc.  
117 E. Steuben Street  
Bath, N.Y. 14810

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 extra space needed, use the back 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

#### **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

#### **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

#### **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.

COME ENJOY WITH US!!

**We are closed on the following holidays  
with no meal delivery.**

**2018 Holidays**

**Monday January 1st**  
New Year's Day (OBSERVED)

**Monday January 15<sup>th</sup>**  
Martin Luther King Day

**Monday February 19<sup>th</sup>**  
President's Day

**Friday March 30<sup>th</sup>**  
Good Friday

**Monday May 28<sup>th</sup>**  
Memorial Day

**Tuesday July 4<sup>th</sup>**  
Independence Day

**Monday September 3<sup>rd</sup>**  
Labor Day

**Monday October 8<sup>th</sup>**  
Columbus Day

**Monday November 12<sup>th</sup>**  
Veteran's Day (OBSERVED)

**Thursday November 22<sup>nd</sup> &  
Friday November 23<sup>rd</sup>**  
Thanksgiving

**Tuesday December 25<sup>th</sup> &  
Wednesday December 26<sup>th</sup>**  
Christmas