



Senior Nutrition Bulk 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: hojnoskij@proactioninc.org
foxd@proactioninc.org
dillonr@proactioninc.org

Web: <http://www.ProActioninc.org>

Sponsors: Steuben County Office for the Aging
Yates County Office of the Aging
New York State Office for the Aging
The Administration on Aging



Updated 1/14/2026



Dear Customer,

Welcome to our Congregate Meal Sites and Home Delivered Meals Program. We are so glad to have you join us.

Steuben and Yates Congregate Meal Sites 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 the 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 Congregate Meal Sites conveniently located throughout Steuben County and in Yates County. The suggested voluntary customer contribution is \$4.00 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 may be available for those under age 60 who live with an eligible senior. Home delivered meals may be available for those who participate with a Medicaid managed long term care plan with appropriate authorization. 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

8:00 am and 12:30 pm Thursday's

4. What will my meals consist of?

FROZEN MEAL's

We will send the chosen number of meals per participant

1 Compartment Container of Food

(protein, starch, vegetable)

Slice of Bread with Margarine Fruit or Dessert

4oz Juice and fortified juice packets

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

If meal delivery is closed due to weather or other emergency conditions we will deliver the bulk meals on Friday.

6. How do I prepare and store my meals?

The meals will come frozen 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.



Bulk Frozen Meal Reheating

Microwave

The meal is in a two compartment plastic Container: Vent meal at corner Reheat meal in microwave 5-7 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

Remove the meal from the original package and place in an oven-safe metal or glass pan. Heat at 350 degrees for 30 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. **NO MEALS MAY BE LEFT IN COOLERS.** If you are not going to be home for meal delivery due to doctor's appointment, etc., you need to call (607) 776-4310 for Steuben or (315) 536-6038 for Yates the day before to cancel your meal 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 \$13.75. We ask for a voluntary contribution of \$4.00 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. You will receive a self-addressed stamped envelope for your convenience. We accept SNAP (food stamps), cash, or checks payable to Pro Action Senior Nutrition Program. You can also visit the Proactioninc.org website and click on SUPPORT US to make a contribution using a debit card, credit card or PayPal. All contributions are used to expand services and are kept confidential. No one will be denied services for the inability to contribute. 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 the Aging at (607) 664-2298 or the Yates County Office of the Aging at (315) 279-4321 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.



Notice of Your Right to File a Grievance

As a participant in the Pro Action Congregate Meal Site 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.

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):



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

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with no meal delivery.**

2026 Holidays

Thursday January 1st
New Year's Day

Monday January 19th
Martin Luther King Day

Monday February 16th
President's Day

Monday May 25th
Memorial Day

Friday June 19th
Juneteenth

Friday July 3rd
Independence Day

Monday September 7th
Labor Day

Monday October 12th
Indigenous People's Day (Columbus Day)

Wednesday November 11th
Veteran's Day

**Thursday November 26th &
Friday November 27th**
Thanksgiving

**Friday December 25th &
Monday December 28th**
Christmas and first working day after Christmas