



WHAT TO EXPECT



Healthy, Delicious Meals

Meals are made fresh daily by a local caterer. They will arrive chilled, so you can keep them in the fridge until mealtime. You can also store meals in the freezer.



Microwave Heating Instructions

- Remove the container lid(s) and separate foods that need to be heated up.
- **Use a microwave to reheat meals.**
- **2.-3 minutes works for most entrees.**
- Enjoy!



Delivery Schedule

Your meals will be delivered **Monday through Friday, between 9am and noon.** If for any reason we're running behind schedule, we'll reach out as soon as possible to keep you informed.



Changes or Cancellations

Plans change. We get it! If you need to cancel or make changes to your meal order, we ask for **at least one week's notice so we can update the caterer.**



Friendly, Caring Volunteers

Every delivery is made by one of our compassionate volunteers. If you'd like, they can also provide a **brief check-in** to ensure everything is going well and a friendly face to brighten your day. If you'd prefer not to have a check-in, we will honor your preference.



Weekly Ordering

Orders for the upcoming week need to be submitted to EACM's Meals Coordinator, Melissa Sego, **every Wednesday morning by 10am for the following week.**



Inclement Weather Notifications

Your safety and the safety of our volunteers is our top priority. In the case of bad weather, we'll use REACH ALERT to keep you informed about any delays or cancellations. In some cases, we may hold your meal for a day and wait for conditions to improve.



Use a Cooler for Outdoor Drop-Off

There are two ways our volunteers can drop off meals:

- Hand-deliver meals to a client at the door.
- Leave meals outside in a cooler with an ice pack.

For the safety of our clients, we cannot leave meals outside without a cooler. If no cooler is present and the customer cannot be reached, that day's meal will be donated.



nourishingneighbors.us



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