

Home-Delivered Meals Service Checklist

Use this checklist when you interview home-delivered meals services. The checklist is designed to help you know what to ask and to remember specific details. Use the back of the checklist to write down any additional comments. If there is more than one option for home-delivered meals, print one checklist for each service you review. When making your decision, use the checklists to compare one with another.

Meal Service's Name: _____

Manager/Contact Person: _____

Address: _____

Phone: _____ Website or E-Mail: _____

Who is Served?

Yes No

- Does the meal delivery service cover the area where you live?
- Is it a county organization that can only provide services within a particular county?
- Does the meal service have restrictions or preferences concerning whom it serves?

Services

- Do they deliver every day of the week? If not, which days do they deliver?
- Which meals can they provide? _____ Breakfast _____ Lunch _____ Dinner
- Does the food need to be defrosted and/or reheated?
- Can the program accommodate your religious dietary needs?
- Can the program accommodate your medical dietary needs?
- Does the program provide specific cultural dishes?
- Can the program provide liquid or chopped meals, if needed?
- Can you order meals in advance? If yes, how early? _____
- Can you place a standing request for delivery on specific days and times?
- Is there a procedure for complaints?
- Does the program have a brochure outlining its services, service areas and fees? If so, request a copy.

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Credentials and Staff Training

- Is the kitchen/prep area clean?
- Is the program licensed, if required in your state?
- Can the program provide a list of references?
- How many years has the service been in operation? _____
- Is there a dietician on staff?
- Are the meal delivery drivers given safety training?
- Is the staff trained in emergency procedures, including CPR?
- Is the kitchen staff trained in safe food handling and storage?
- Does the service require a criminal record check for meal delivery drivers?
- Are the drivers bonded?

Cost

- Are there discounts for seniors and people with disabilities?
- Does the county or other government agency subsidize the service?
- How much does the service cost?
- Does the service charge per meal?
- Does the service charge per time period, such as week or month?
- Are there any extra fees for some services? If yes, what are they?

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