



MEALS ON WHEELS OF HILLSBOROUGH COUNTY DINE OUT CLUB PROGRAM GUIDELINES

Meals on Wheels of Hillsborough County is pleased to offer you the opportunity to join our Dine Out Club! This program encourages socialization at local restaurants, or other food service establishments, while providing nutritious meals that support healthy aging.

AM I ELIGIBLE TO PARTICIPATE? HOW DO I ENROLL?

You must be at least 60 years of age to participate in the Dine Out Club. Once enrolled in the program, your card will be mailed to you within eight weeks of your registration. Sign your card, and you may use it at any participating Dine Out Club restaurant. To enroll:

- Visit www.hcmow.org/dineoutclub and complete the Dine Out Club Registration Form
- Call (603) 424-9967
- Stop by our Administrative Office: 395 D.W. Highway, Merrimack, NH 03054

HOW MUCH DOES THE DINE OUT CLUB COST?

The suggested donation is \$4.00 per meal. No eligible person will be denied service if they are unable to contribute. Confidential donations may be made to Meals on Wheels of Hillsborough County as often as you choose through any of the following methods:

- Donation boxes are located at each Dine Out Club restaurant
- Visit our website: www.hcmow.org
- Mail a check payable to Meals on Wheels to PO Box 910, Merrimack, NH 03054
- Stop by our Administrative Office: 395 D.W. Highway, Merrimack, NH 03054

WHERE AND HOW OFTEN MAY I USE MY CARD?

You may use your card once per day, up to eight times per month at participating restaurants. Please visit www.hcmow.org to view the most current restaurant list. Your card will not work if you attempt to use it after eight times in the same month. On the first day of the month, eight new meals will be available to you. Dine Out Club cards that have not been used for 90 days will be deactivated.

WHAT DOES THE MEAL INCLUDE?

Each meal includes a protein, starch, vegetable, and fruit. Included beverages are water, coffee, or tea. Dine Out Club menus are planned by the restaurant and approved by Meals on Wheels. All menus comply with the Older Americans Act (OAA) standards by providing one-third of the Recommended Dietary Allowances and comply with the Dietary Guidelines for Americans. For this reason, substitutions are not allowed.

WHAT IS NOT INCLUDED WITH THE DINE OUT CLUB?

Dessert, appetizers, sides and/or soft drink beverages are not included on the Dine Out Club menu. Additional food and/or beverages may be purchased at your own expense. Gratuity/tips are not included. *We encourage you to tip restaurant staff if you are able to do so.*

CAN I USE MY CARD FOR A TAKEOUT MEAL?

No, you may not order takeout. You may take leftovers after enjoying your meal in the restaurant.

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CAN SOMEONE ELSE UTILIZE MY CARD?

Dine Out Club cards must be signed by you and presented to the restaurant at the time you order your meal. Your card is non-transferable and may not be used by someone else. Restaurant staff reserves the right to ask you to verify your identity in order to utilize your Dine Out Club card.

WHAT IF MY CARD IS LOST OR STOLEN?

When we are notified, we will terminate your current card and mail you a replacement card. Please note this may take up to eight weeks. The following are ways you may request a replacement card:

- Call (603) 424-9967
 - Email RVP@hcmow.org
 - Stop by our Administrative Office, 395 D.W. Highway, Merrimack, NH
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Meals on Wheels of Hillsborough County has the right to expect that as a participant of the Dine Out Club Program, I will:

1. Provide accurate and complete information and documents as required by Meals on Wheels of Hillsborough County and the State of New Hampshire.
2. Not allow another individual to utilize my Dine Out Club card.
3. Not participate in Meals on Wheels community dining and the Dine Out Club program on the same day.
4. Recognize that my donation is non-refundable and helps Meals on Wheels offset the cost of meals and operations, however, no one will be denied service if unable to contribute.

As a participant of the Meals on Wheels of Hillsborough County Dine Out Club Program, I understand that I have a right to:

1. Be treated with consideration, respect and full recognition of my dignity and individuality, including privacy in service provision.
2. Receive appropriate and professional services without discrimination based on race, religion, color, gender, age, marital status, sex, gender identity (including gender expression), sexual orientation, veteran status, physical or mental disability, pregnancy, citizenship, national origin, or any other characteristic protected by law.
3. Be ensured that Meals on Wheels employees and volunteers will keep my personal information private in accordance with the Meals on Wheels of Hillsborough County confidentiality policy.
4. Be informed of the suggested donation amount and donation procedure prior to starting service. Be informed of donation confidentiality.
5. Voice grievances, concerns or suggestions regarding service without fear of discrimination or reprisal. Grievances may be addressed to the Administrative Office as listed below:

Meals on Wheels of Hillsborough County
Client Services Department
P.O. Box 910
Merrimack, NH 03054
603-424-9967