

## Good Food Delivered Client Information Leaflet

Good Food Delivered meals is a partnership between Making Connections HSE and Airfield Estate Dundrum. The service is for clients 65 years and over living in Dublin South East and Dublin South.

### How can I get the meal service?

- A Public Health Nurse or any HSE clinician is required to make a referral on your behalf

### What happens after a referral is made?

- Making Connections will phone you to discuss your referral and practical arrangements
- Meals will start c.a. two weeks after the call (capacity dependent)

### What are my options?

- Potential days are Mon (1-2 meals) Wed (1-2 meals) Fri (1-3 meals) (up to 7 meals total)
- Allergens and medically prescribed dietary needs will be accommodated  
Other food preferences cannot be guarantee

### What time do the meals arrive?

- Making Connections Volunteer Drivers will arrive at your house between 12.45pm - 2pm

### How to I store/ heat the meals?

- Meals need to be re-heated before eating or else refrigerated immediately (not suitable for freezing)
- Meal cartons are microwave and oven safe and also recyclable and compostable

### How much are the meals and how do I pay?

- There is a client contribution of €3 per meal (including main meal + dessert)
- Meals for the month will be paid the following month e.g. January meals paid in February
- Airfield will phone you (or designated contact person) to process payment over the phone with bank card. An email summary will also be sent if an email address is provided.
- If you don't have a bank card - payment by cheque can be arranged
- Cash cannot be accepted

### What if I need to change/ cancel?

- Contact Making Connections at [info@makingconnections.ie](mailto:info@makingconnections.ie) | Ph: (01) 295 1053
- There is a 2 week notice period required for any changes/ cancellations such as going on holidays, staying with relatives, planned hospital or respite admission; or changing number of meals/ days of meals, etc.
- An emergency hospital admission is the only exception

### What happens on bank holidays?

- On bank holiday weeks delivery days are; Tues (up to 3 meals) Fri (up to 3 meals)
- The service does not operate on: Bank Holidays; 2 weeks in August; 2 weeks at Christmas

### How long will I get the service for?

- This is designed predominantly as a temporary support
- Duration will be agreed between you and Making Connections

### Who should I contact if I have queries?

- All feedback/ enquiries to [info@makingconnections.ie](mailto:info@makingconnections.ie) or 01 2951053
- Postal address: Glenard 36 Roebuck rd Clonskeagh Dublin 14 D14 RC61
- [www.makingconnections.ie](http://www.makingconnections.ie)

## Further Information About Airfield Estate and Making Connections

### Who is Airfield Estate?

Airfield Estate is a charitable trust set up in 1974 by the Overend sisters. Located on a 38 acre working farm in Dundrum, Airfield teaches about food, farming and the environment and supplies the onsite restaurant and the weekly Farmer's Market with food produced on the farm. They also conduct peer reviewed research about food and the consumer. Airfield produces the meals for Good Food Delivered.

### Who is Making Connections?

Making Connections is a not for profit volunteer led organisation working in partnership with HSE to provide Befriending and Supports for people over 65 years in Dublin South since.

### Other services provided by Making Connections

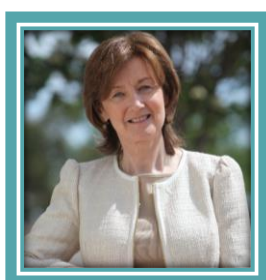
- **Volunteer befriending:** home visitation or company to go out and about
- **Telephone befriending support** (regular check in calls)
- **Cultural Connections:** Social events and links to social activities

All our services are about social support. They are not a sitting service, a replacement for home support, nursing staff or family.

### Making Connections volunteers

Our volunteers come from all walks of life and all ages from 18 years upwards. Volunteers are fully screened with garda vetting, reference checks and training. Volunteers commit for 1-2 hours a week. There is no charge for the additional services referred to above and all the volunteers give their time freely.

Our volunteers are asked to commit for a maximum of one year. Making Connections may look for a replacement volunteer if you want this, if your needs can be met by our volunteer support and if we are able to find a suitable volunteer.



### Who runs Making Connections?

The service is run by Mary O'Donohue with the help of a support team. Making Connections is fully committed to good governance and to compliance with the requirements of the Charities Regulator. Relevant organisational policies are available on request.

### How is the Making Connections service funded?

There are costs incurred in running this service (overheads, volunteer recruitment, training, support and administration). The charity is funded by corporate and voluntary donations, grants, fundraising activities as well as a small allocation through the HSE/Department of Health, Support for Older People and also through local government.