

# Good Food Delivered Client Information Leaflet



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

## Frequently Asked Questions

### Availing of the Service

- **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, your needs and the practical arrangements
- **Is there a waiting list?** Yes, this service usually involves a waiting list. It is not possible to estimate a start date.
- **What happens when I am offered a space?** If you accept a space, the meals will start 2 weeks later, or at a specified date. If you decline, you will go back on the waiting list.

### Cost of Meals & Payment

- **How much are the meals?** After HSE subsidy, client contribution is €3 per meal
- **When do I pay?** Payment is made in arrears for each calendar month i.e. if you receive meals in September, you will be invoiced for meals in October
- **How do I pay?** Airfield Estate's Accounts Department will phone you (or designated contact person). Secure payment is made over the phone with credit or debit card
- **What if I don't have a bank card?** You can pay by cheque. Cash payment is not possible

### Delivery Options and Number of Meals

- **Can I do a trial first?** No, trials are not available.
- **How do I order meals?** Delivery days and number of meals are agreed in advance and are fixed ongoing. i.e. orders are not placed weekly.
- **How many meals can I get?** Up to x7 meals a week
- **What are the delivery days?** Mondays (2 meals), Wednesday (2 meals), Friday (3 meals)
- **What time do meals arrived?** Meals are delivered between c.a. 12.45pm – 2pm
- **Who delivers the meals?** Making Connections fully screened and vetted volunteers will deliver the meals. Note: volunteers may change according to rostering needs.

### The Food

- **What is the food like?** Meals include a main course and a small dessert.
- **Can I choose which meals I want?** No, a menu of options is not provided. However meals are varied, consisting of meat carbohydrate and vegetables
- **I have an allergy or medical issue – can I avail of this service?** Yes, allergies and medical dietary needs are accommodated
- **Where does the food come from?** Food is managed by Airfield Estate Dundrum

## Storing and Heating

- **Is the food delivered hot or cold?** The food is prepared fresh on the day of delivery and chilled. If not eaten immediately, meals must be refrigerated on arrival
- **How do I re-heat the food?** Meals must be re-heated thoroughly  
The cartons can be heated in microwave and oven (i.e. you don't need to transfer to a separate dish)
- **How long can I keep the food in the fridge?** If refrigerated promptly can be stored for up to 3 days. (e.g. Sunday meals are delivered on a Friday)
- **Can I freeze the meals?** No, the meals are not suitable for freezing
- **Can I recycle the cartons?** Yes, the cartons are both recyclable and compostable

## Changes and Cancellation

### **IMPORTANT NOTE: there is a 2 week notice period required for any changes or cancellations**

If you can't give notice, we can stop the meals however please note that billing will apply (with the exception of medical emergencies)

- **Can I cancel anytime?** Yes, you can cancel by giving 2 weeks notice to Making Connections
- **What if I'm not happy with the number of meals?** You can request a change
- **What if the portions are too much for me?** You can reduce the number of meals
- **What if I'm going to be away?** Given 2 weeks notice meals will be paused and you will not be billed (e.g. holidays, staying with relatives, planned hospital or respite admission).
- **What happens if there's a medical emergency?** Please contact Making Connections as soon as possible and arrangements will be arranged to support you.

## Bank Holidays & Scheduled Breaks

There are scheduled breaks in the service each year as follows;

- 2 weeks in late December/ early January
- 2 weeks in August
- You will be contacted to confirm the dates

### **IMPORTANT NOTE RE: Bank Holiday Weeks**

- No meals are delivered on a bank holiday Monday
- Up to x6 meals are delivered and delivery days are changed as follows:
- **Tuesday (up to 3 meals) and Friday (up to 3 meals)**  
(instead of the usual Monday, Wednesday, Friday schedule)

#### **TIP: make a note of this in your diary for future bank holiday weeks**

If the alternative Tuesday delivery does not work for you on a bank holiday week, please be sure to provide 2 weeks notice so we can accommodate this for you.

## Your Point of Contact

### **IMPORTANT NOTE: Making Connections will be your main point of contact for this service**

Email (best option): [info@makingconnections.ie](mailto:info@makingconnections.ie)

Leave your message on: 089 255 1484 and we will get back to you

Post: Making Connections, Glenard 36 Roebuck Rd Clonskeagh, D14 RC61

*Please note: Making Connections must be contacted directly and messages cannot be passed on by Airfield or volunteers.*