Welcome to Food & Friends!

This booklet has important information about your service

Our mission is to foster a community that cares for individuals living with HIV/AIDS, cancer, and other serious illnesses. We prepare and deliver specialized meals and groceries as well as provide nutrition counseling to members of the Food & Friends community.

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Food & Friends moves in to its new building on 219 Riggs Road NE.

A home-delivery meal service begins in the Westminster Presbyterian Church’s kitchen for clients living with AIDS.

Food & Friends has grown from serving 210 clients to now providing food for nearly 4000 clients. More than 1 million meals were served in 2019.

Food & Friends expands its mission to include cancer and eventually to other life-challenging illnesses.

President Barack Obama volunteers at Food & Friends as a part of the 9/11 National Day of Service and Remembrance.
What We Provide

One of Two Meal Programs

Home-Delivered Meals (HDM):
A combination of frozen meals and snacks prepared by our chefs

- Delivered once a week
- Up to 18 meals worth of food at a time

OR

Groceries-to-Go (GTG):
Non-perishable canned and boxed items, fresh produce, and the option of frozen entrees, soups, and protein

- Delivered biweekly
- Up to 12 days of food

AND Nutrition Counseling

Free nutrition counseling with a registered dietitian to ensure that your needs are met!

Your dietitian is ____________.
You can call them at (202) 269 - ______
or email them ________@foodandfriends.org

How Our Service Works

Our Delivery Services (Important Information, Please Read!)

Your deliveries will come ________________ between 10:00 AM & 3:00 PM.

- We cannot guarantee a specific delivery time within this schedule.
- Someone must be home to receive the food, but it does not have to be you or anyone in particular.

For any delivery-related questions, please call (202) 269-6820.
- A client services representative will answer (202) 269-6820 from 8:00 AM to 5:00 PM Monday through Thursday and from 8:00 AM to 2:00 PM on Friday and Saturday. If you leave a message, your call will be returned.
Can’t be home between 10:00 AM and 3:00 PM for your delivery?

We have Alternative Delivery Options!

If you call at least 24 hours before your delivery, you have the following options:

Option 1 – Neighbor Backup: Designate a neighbor as a backup delivery site. If possible, give your neighbor’s cellphone number to help in the delivery process.

Option 2 – Different Delivery Address: We can deliver your meals somewhere else such as the home or office of a friend or family member.

Option 3 - Pickup: You (or someone else on your behalf) can come to Food & Friends to pick up meals. We are located at 219 Riggs Road NE – there is free parking and we are near the Fort Totten Metro station (Green, Yellow, and Red Lines). We have a shuttle bus that can pick you up from the metro station – just call (202) 669-6437 and let the driver know you are there.

Pickup hours:
♥ Monday through Thursday: 10:00 AM—5:00 PM
♥ Friday and Saturday: 8:00 AM—2:00 PM

To arrange an alternate delivery option, please call (202) 269-6820. You have the option to make the arrangement permanent or for a single day only.

If none of these options work, please cancel your delivery. If you do not cancel and miss a certain number of deliveries, your service could be suspended (see page 8 for our Missed Delivery Policy).

If no one can be home and no alternative option works...

Delivery Cancellations:

Cancel your delivery at least 24 hours in advance by calling the client services line at (202) 269-6820.
Missed Delivery Policy:

If you do not cancel and no one is home to receive the food, this will count as an unexcused, missed delivery.

- After 2 unexcused, missed deliveries, service will be suspended for your next delivery.
- After 3 unexcused, missed deliveries, service will be suspended for your next 2 deliveries.
- After 4 unexcused, missed deliveries, service will be suspended for your next 3 deliveries.
- After 5 unexcused, missed deliveries, your enrollment will be ended. **You will have to wait three months to be reinstated.** We will send you a postcard telling you when your enrollment is eligible to restart. Call **(202) 269-6820** to resume your services.

Examples of excused Missed Deliveries are hospitalization or a Food & Friends error.

What if I cannot receive deliveries for an extended period of time?

How to Pause or End Your Service:

To pause or end your service for whatever reason (hospitalization, out of town, etc.) call **(202) 269-6820.**

If your service is paused or ended for over six (6) months, you have to wait one calendar year to re-apply.

If you would like to continue service after this six (6) month period, you must reapply to do so.

Call **(202) 269-6847** to learn more about our recertification process.
Meal Plan Descriptions

Home-Delivered Meals (HDM)

What is included?
Ready-to-eat nutritious meals and snacks prepared by our chefs and delivered once a week!

Example of 18 meals worth!*  

Visit https://foodandfriends.org/nutrition-corner/ for more information on menus!

HDM Options

Regular Meal Plan/No Restrictions or Modifications
Our standard meals are diabetic-friendly and Heart Healthy (low in sodium). We do not send beef or pork with any meals.

Renal Meal Plan
Appropriate for people on hemodialysis or peritoneal dialysis. Lower in potassium and phosphorus.

GI-Friendly
Appropriate for someone experiencing GI-distress such as diarrhea, constipation, bloating or reflux. Contains lower fiber, lower acid, and reduced spices.

Texture modifications, if needed
Soft or Pureed

Other Options: Vegetarian, No Fish, No Dairy

How much food can I get?

1 of 3 options:
18 meals worth of food
12 meals worth of food
6 meals worth of food

*Meals subject to change
Groceries-to-Go (GTG)

What is included?

4 bags of non-perishable groceries and 1 produce bag delivered every other week for primary clients! 1 family bag per additional family member.

Option to add frozen grocery pack with 2 Food & Friends-made frozen meals, 1 frozen soup, and frozen fish, chicken, and turkey burgers.

GTG Options

- **Regular Meal Plan/No Restrictions**
  - Our shelf stable pantry items are diabetic-friendly and Heart Healthy (low in sodium).

- **Heart Healthy**
  - Focus on whole grains and healthy fats

- **Diabetic**
  - Focus on whole grains

- **Renal**
  - Lower potassium, lower phosphorus

Other options: Vegetarian, No Fish, No Dairy

Your Food & Friends dietitian can help you figure out which meal plan is best for you! If you have questions, call your dietitian (listed on page 2) or email nutrition@foodandfriends.org
Your Dietitian Team

Why is good nutrition important?

♥ Improves energy levels
♥ Helps prevent infections
♥ Helps manage medication side effects
♥ Helps manage a body weight that is right for you

“My dietitian has really helped with the overall improvement of my health.”

What is a Registered Dietitian?

A food and nutrition expert who provides counseling to help manage health conditions.

How can a Food & Friends dietitian help me?

♥ Discuss or change your meal plan
♥ Help you learn about food safety
♥ Help manage health goals such as weight gain or loss, blood sugar or blood pressure management, and constipation management
♥ Help manage food related side effects of medication or treatment
♥ Help find other food options in addition to Food & Friends

93% of clients learned to eat better for their health condition after talking with their dietitian!
Additional Information

What if I have a dependent or caretaker who wants to receive food?

Family Member Guidelines:

❤️ Including yourself, a total of 5 people can be on service per household
  ❤️ For example, along with yourself, you can have one caregiver and three children on service.
❤️ You may have one caretaker (such as a partner) on Food & Friends service (must live in the house and be 18 years or older).
❤️ You may have up to 4 dependents on service between the ages of 2 to 17. You must be the primary caregiver of the dependents.

What happens if I am supposed to get a delivery on a holiday?

Holidays (closed):

New Year’s Day
Memorial Day
Independence Day
Labor Day
Day after Thanksgiving
Christmas Day

HDM Clients:

You will receive your deliveries sometime before the holiday and you will be called by a Client Services staff member with the exact date of delivery.

GTG Clients:

You will receive double the food with the delivery before the holiday and we will notify you by a flyer in your bag.
Steps for Reheating Delivered Foods

Breakfast

Egg Patties, Sausage Patties, Muffins, Bread:
1. Remove from plastic container or bag
2. Transfer to a microwave-safe dish
3. Microwave for 30 seconds to 1 minute

Waffles, English Muffins, Bagels
- Heat in toaster until lightly browned

Prepared Frozen Meals

Pull back the corner of the plastic covering before putting the container in the microwave

Microwave:
1. Microwave for 2-3 minutes.
2. Stop the clock after 1 minute, and stir the food well.
   - Some items may take longer to cook – cook until food is steaming
   - DO NOT place plastic containers in the oven

Soup

Microwave:
1. Transfer the soup to a microwave-safe bowl
2. Microwave on high until steaming hot (about 2 minutes)
3. Stir halfway through cooking

Stovetop:
1. Transfer the soup into a pot over medium-high heat
2. Stir occasionally
3. Continue cooking until soup is bubbling hot
We are excited to welcome you to the Food & Friends family! If you have any questions about our services, please do not hesitate to call (202) 269-6820. We look forward to working with you!
Important Contact Information

Client Services Line - (202) 269-6820

Recertification - (202) 269-6847

Nutrition - See page 3

Nutrition email - nutrition@foodandfriends.org

Confidential Client Comment Line - (202) 488-4835
Please call this number to provide feedback on your service

Emergency Weather - (202) 582-3463
During weather emergencies, call this number to hear a recorded message regarding delivery status

Hours of Operation:
Monday-Thursday: 8:00 AM-5:00 PM
Friday: 8:00 AM-2:00 PM