



FOOD & FRIENDS

Client Welcome Guide

Food & Friends
219 Riggs Rd. NE
Washington DC 20011

(202) 269-6820

www.foodandfriends.org

Our History

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

1988

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



2004

Food and Friends has grown from serving 210 clients to over 4,500 clients. An average of 150,000 meals go out monthly

2019

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

2000

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



Our Services

Meal Programs

Home Delivered Meals

- Frozen meals and snacks prepared by our chefs.
- Delivered once a week
- Up to 18 meals worth of food at a time

Groceries-to-Go

- Shelf stable items, fresh produce, frozen entrees, soups, and protein
- Delivered every other week
- Up to 12 days worth of food

Nutrition Counseling

Your Food & Friends dietician is _____.
You can call them at (202) 269- _____
or at _____ @foodandfriends.org

Your deliveries will come _____ between
10 AM and 3 PM

- We cannot deliver at a specific time
- **Anyone** can be at home to receive the food.

Please call (202) 269-6820 with any questions!

If you can't be home for the delivery:

Other Options

*If you call at least 24 hours before delivery,
your options are:*

1. Neighbor Back-up: Designate a neighbor as a backup delivery site. If possible, provide your neighbor's cellphone to help with the delivery.

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

3. Pickup. You or someone else can come directly to Food & Friends to pick up meals. We are located at 219 Riggs Road NE in Fort Totten D.C. We have a free shuttle service available to pick you up and drop you off at the Fort Totten Metro Station (Green, Yellow, and Red lines). Just call (202) 699-6437 and let the driver know you are there.

Pickup hours:

Monday- Thursday: 10AM- 5PM

Friday- Saturday: 8AM- 2PM

If No Option Works:

Please call **(202) 269-6820** to cancel your delivery
at least 24 hours in advance

What if I miss my delivery?

Missed Delivery Policy

If you do not cancel and no one can receive the food, this will count as an ***unexcused, missed delivery***. We cannot leave your food outside for health reasons.

After 2 missed deliveries within a year, service will be suspended for your next delivery.

After 3 your next 2 deliveries are suspended

After 4 your next 3 deliveries are suspended

After 5 your enrollment will be ended. ***You will have to wait 3 months to be reinstated.***

(An example of an excused miss is hospitalization.)



How do I stop or pause my services?

To temporarily pause or discontinue your service, please call ***(202) 269-6820***

Home Delivered Meals (HDM)

What is included?

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

How much food?·

- 18 meals worth of food
- 12 meals worth of food
- 6 meals worth of food

Diet types:

Regular/ No restrictions or modifications:

Our standard meals are diabetic-friendly and heart healthy (low in sodium)

Renal meal plan:

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

G.I. Friendly meal plan:

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

Other meal plans include:

Soft/ Pureed
Vegetarian
No Fish
No Dairy



Home Delivered Meals

Groceries-To-Go (GTG)

What is included?

- 4 bags of non-perishable groceries
- 1 produce bag delivered every other week for primary clients
- 1 family bag per additional family member
- Option to add frozen grocery pack with frozen fish, chicken, and turkey burgers
- Delivered every other week

Diet types:

Regular/ no restrictions or modifications:

Our shelf stable pantry items are diabetic friendly heart healthy (low in sodium)

Heart Healthy:

Focus on whole grains and healthy fats

Diabetic:

Focus on whole grains

Renal:

Lower Potassium

Lower phosphorous

Other Options:

Vegetarian

No Fish

No Dairy



Your Dietitian Team

How does Nutrition Counseling work?

You will receive a phone call from your dietitian to schedule your first nutrition appointment.

Each appointment is done by phone or Zoom, is approximately 30-60 minutes, and includes:

- A review of health information, medications and symptoms
- Answering questions and concerns related to symptoms
- Goal setting related to your health and nutrition.

How can a Food & Friends dietitian help me?

- Discuss or change your meal plan
- Teach about food safety
- Work with you to reach 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
- Assist in finding other food options in addition to Food & Friends

Why is good nutrition important?

- Improves energy levels
- Prevents infections
- Manage medication side effects
- Maintain a body weight that is right for you

Can Household Members receive food?

Family Member Guidelines:

- Including yourself, a total of 5 people can be on service per household.
- You may have one caretaker (such as a partner) on Food & Friends service (must live with you and be 18+)
- If you are the primary caregiver, you may have up to 4 dependents on service (ages 2-17).

If your delivery is on a holiday:

HDM Clients:

You will receive your deliveries before the holiday and will be notified by Client Services with an exact date.

GTG Clients:

You will receive additional food with the delivery before the holiday and we will notify you by flyer.

Holidays (closed)

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Day after Thanksgiving
- Christmas Day

Extreme Weather Policy:

If your delivery is cancelled due to weather, Client Services will call with an alternate delivery date.

Reheating Instructions

Breakfast

Egg Patties, Sausage Patties, Muffins, Bread:

1. Remove from plastic container or bag
2. Transfer to microwave-safe dish.
3. Microwave for 30 seconds to 1 minute.

Waffles, English Muffins, Bagels:

1. Heat in toaster until lightly brown.
2. Enjoy.

Prepared Frozen Meals

Microwave:

1. Pull back corners of plastic covering.
2. Microwave for 2-3 minutes (will take longer if still frozen).
3. Stop the clock after 1 minute to stir food well.

Note: Some food may take longer to cook. Cook until food is steaming.

DO NOT place plastic containers in the oven


Soup

Microwave:

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

Stove Top:

- 1: Transfer soup into 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 service, please call
(202) 269-6820**

Important Contact Information

Delivery Line - (202) 269-6820

Recertification - (202) 269-6847

Nutrition - refer to page 3

Nutrition email- nutrition@foodandfriends.org

Client Services email - clients@foodandfriends.org

Emergency Weather - (202) 582-3463

During weather emergencies, call this number to hear a message regarding delivery status.

Client Comment Line - (202) 488-4835

Please call this number to provide feedback on your services!

Hours of Operation:

Monday - Thursday: 10AM - 5PM

Friday - Saturday: 8AM - 2PM

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219 Riggs Rd. NE
Washington DC 20011

Client Services Phone (202) 269-6820
Fax (202) 635-4261
info@foodandfriends.org

www.foodandfriends.org
United Way #8429
CFC #52114