

DACL MEAL DELIVERY DURING COVID-19 PUBLIC HEALTH EMERGENCY

FREQUENTLY ASKED QUESTIONS

Question: When should I expect my food to arrive, what day, and is there a timeframe?

Answer: Your meal delivery will arrive on the same day each week until the end of the public health emergency. Meals are delivered between the hours of 10am – 2pm. You must be home to receive your meal. To confirm your assigned delivery day, please contact your lead agency. Please note that there could be unavoidable delays in your meal delivery such as traffic or a large volume of deliveries being made on your assigned day. We ask that you wait until 2:30pm before reporting a non-delivery to your lead agency.

Lead Agencies:

Ward	Lead Agency	Number
1	TERRIFIC INC	202-882-1160
2	TERRIFIC INC	202-882-1160
3	IONA SENIOR SERVICES	202-966-1055
4	TERRIFIC INC	202-882-1160
5	SEABURY RESOURCES FOR AGING	202-529-8701
6	SEABURY RESOURCES FOR AGING	202-397-1725
7	EAST RIVER FAMILY STRENGTHENING COLLABORATIVE	202-534-4880
8	EAST RIVER FAMILY STRENGTHENING COLLABORATIVE	202-562-6860

Question: How much food should I expect?

Answer: You will receive a frozen pack of seven (7) individual meals, one meal for each day of the week until your next delivery. Your daily meal will include a frozen entrée, bread, yogurt, milk, and juice. On certain occasions, you may receive a pack of five (5) shelf stable meals. You may receive the shelf stable meals if you are a new participant starting your first week of deliveries, or after two failed delivery attempts of your frozen meals. We ask that you be home between 10am – 2pm to receive your food.

Question: Who should I expect a delivery from?

Answer: DACL is working with two providers to deliver meals, Seabury and YellowCab. Please contact your lead agency to confirm which provider is assigned to you.

Question: How will I know that my meals have arrived?

Answer: Your delivery driver will call you prior to delivering your meal with an estimated time of arrival. Upon arrival, your driver will knock on your door (or ring the doorbell) and wait for 5 minutes. You must indicate to the driver that you are home to accept the meal. Your delivery driver may ask you to verify your name prior to leaving the meal. You do not need to open the door, if you feel uncomfortable doing so.

Question: I'm not comfortable answering the door. Can the driver leave the meal for me at my door?

Answer: Yes, but you must indicate to the driver that you are home to accept the meal. The driver will not leave the meal at the door without a confirmation that you are home. You can provide this confirmation by either knocking back on your side of the door, waving through the window, or cracking your door open. The driver may ask that you verify your name. If so, please speak your name through the door. You do not have to open the door if you feel uncomfortable doing so. Drivers have been instructed to stand back six feet away from the door.

Question: What if I miss my meal delivery?

Answer: If you call your driver within 30 minutes of the missed delivery, they will attempt to redeliver the same day. Contact Yellow Cab at 202-544-1214 or Seabury at 202-715-7649. **To confirm your delivery provider, contact your lead agency.** If we are not able to reach you on the day of your delivery, we will attempt delivery again the following business day. If you are in urgent need of food and unable to wait for the next delivery day, please contact your lead agency or DACL at 202-724-5626.

Question: If I have any questions about the food, who can I call?

Answer: DACL's Information & Referral line is open Monday – Friday, 8:30am – 4:30pm. You can also reach us by sending an email to askthedirector.dacl@dc.gov.