

## PROCEDURE FOR EMERGENCY/UNPLANNED MEALS ON WHEELS OR SENIOR CAFÉ CLOSURE

Nutrition providers are required to report the cancellation of meals for any reason (other than a scheduled holiday closure). Beginning in FY17, providers are be required to report the meal cancellation online at

<https://www.osapartner.net/MealCancellation/MealCancels.aspx>

You must complete all fields before you are able to submit the report.

**THIS REPORT MUST BE SUBMITTED ASAP POSSIBLE & BEFORE THE PLANNED MEAL TIME.**

Once you submit the report, you will have the option to print out the completed form. Please save the completed report and email it to me so that I am aware and can communicate the closure to AAA 1-B staff.

If for any reason you are unable to gain immediate access to the form, please contact me via CELL PHONE (734)787-0754.

Please let me know if you have any questions.

Thank you!

### **VALLEY SERVICES CATERED SITES**

If you are going to have to close your meal program/facility due to weather or other emergency you must contact Valley Services by 6AM the morning of the closure. **Please call 313-961-0554** to cancel your meal order ASAP. **YOU MUST MAKE THE CALL BEFORE 6AM** the morning of your planned delivery. Valley has staff as early at 3:30AM in the unit that prepares your meal. If it is before 3:30AM or if no one answers the phone please leave a voice mail message. **DO NOT PLAN TO CALL BACK – ALWAYS LEAVE A MESSAGE IF NO ONE ANSWER!**