

# Welcome to Community Servings

**Client Required Documentation** – Please submit the documentation listed below.

- Certification Form – Please have your doctor, nurse practitioner, or other healthcare professional complete the Certification Form and provide a copy of your most recent laboratory results and list of medications. This documentation must be sent to Community Servings via fax from the office of your doctor, nurse practitioner or other healthcare professional with a cover sheet on their letterhead. Mailed or dropped off forms will not be accepted. If applicable, your primary care physician needs to call our Dietitian if you require a nutritional supplement (Ensure).
- Intake Form – Please complete, sign, date, and return.
- Client Consent Packet – This packet contains three forms for your signature: 1) Client Responsibilities, Rights and Grievance Procedures, 2) Client Missed Delivery Policy, and 3) Client Authorization for Consent (*HIV applicants only*). Please read, sign, date, and return one copy. Keep the copy labeled *client copy* for your personal files.
- Income Verification – You must submit a copy of your Income Verification (e.g., SSI statement, four pay stubs, bank statement, or letter stating no income on letterhead from your service provider).
- Client Authorization for Release of Information – Please complete, sign, date, and return.
- Nutrition Questionnaire – Please complete, sign, date and return.

**Failure to submit any of the required paperwork will delay the assessment of your eligibility for meals.**

## Additional Information

1. Reviewing Eligibility – Your file will be reviewed for eligibility after we receive all the documentation listed above. Once reviewed, we will contact you about whether or not you are eligible to receive meals.
2. Starting Services – If you are eligible to receive meals, one of our Client Services Coordinators will contact you about your diet needs and a service start date. A Meal Service Plan describing what will be included in your delivery will be sent for your signature.
3. Delivery – A driver or volunteer will deliver 5 days of meals, one time per week Tuesday – Friday, unless you make other arrangements with the Client Services Coordinator. The driver will arrive between 10:00 am – 7:00 pm. If you will not be home for your delivery, please call one of our Client Services Coordinators (Carolyn Smith at 617-522-7777 x224 or Marisol Olivera at 617-522-7777 x225). You may designate an alternative place where your meals can be delivered (e.g., a neighbor's house), reschedule your delivery, or arrange to pick up your meals at our office location. ***Please note we will not leave any meals unattended. We need to hand-deliver your meals to you or an alternate person.***
4. Nutrition Inquiries – If you need to change the type of meal received or have nutritional questions, please call our Dietitian, Heather Tsatsarones at 617-522-7777 x 221.
5. Change in Health Status – If you feel well enough to cook for yourself, please let us know and we can stop your meals. If you ever need our services again because of your illness, call us and we will restart your service.

All of us here at Community Servings look forward to working with you.  
Do not hesitate to call us at 617-522-7777, if you have any questions!

Carolyn Smith  
Client Services Coordinator

Marisol Olivera  
Client Services Coordinator

Eileen Harrington  
Associate Director of Programs