

Frequently Asked Questions



ENCORE CAFÉ Washington County

- **What time do you serve lunch at the Encore Cafés?**
 - Meals are served at Immanuel Lutheran Church in Washington **starting at 11:30am.**
- **Do I need to make a reservation?**
 - Yes. In order to control food costs, reservations are strongly suggested. Reservations should be made in advance at meal sites **or** by calling Kelly at Immanuel Lutheran Church Line 319.653.3950
 - Reservations must be made before 1:00pm the Tuesday prior to the meal. Call 319.653.3950 to make a reservation- with Kelly *or leave a message* on the machine with your name, phone number and the date you would like to attend.
- **What if I forgot to make a reservation or decide to come the morning of a meal?**
 - Participants who do not make a reservation the day prior to the meal may come and participate, *but will need to wait to receive a meal until those with reservations have arrived and been served.*
- **How do I cancel a reservation?**
 - Please call the reservation line to **cancel a reservation** 319.653.3950 if you are unable to attend. *Starting December 2, 2024*, Encore Café will be using a 3 Strikes system. If a person has three no call – no shows for a reservation they made, they will no longer be allowed to come to Encore Café. Exceptions will be made on a case-by-case basis. **Cancelling your reservation helps to control costs, Heritage must pay for the meals that are not served.**
- **Do I have to fill out all of the questions on the registration form?**
 - It is preferred you fill out the registration form in full. This allows our agency to maintain funding levels necessary to keep Encore Café operating. When less demographic information is received, less funding is provided the following year. Information is collected *for statistical purposes only*, to ensure the best possible service is being provided to those using this program. Information is **NOT** shared outside of The Heritage Agency. **We value your privacy - NO names are associated with the data reported.**
- **Is there a cost for the meals?**
 - For those over the age of 60, there is a *suggested* voluntary contribution of \$5.00 per meal. All contributions go towards supporting the Encore Café program. We can only accept *cash or a check* (made payable to HAAA).

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- **Can friends from outside of the city participate?**
 - Yes. There are no restrictions on residency for participation in the Encore Café.
Please make a reservation for friends planning to come.
- **What if I am under the age of 60?**
 - Anyone who is under 60 years of age may participate in the Encore Café programs. (Spouses under the age of 60 can participate at the suggested contribution rate of \$5.00.) The charge for guests under 60 is \$10.00 per meal, and should be given to the Site Coordinator or the host at the check-in table.
- **I am experiencing needs in areas such as caregiving, not being able to afford food on a regular basis, and other topics related to older adults. Are there additional services available?**
 - Yes, there are, The Heritage Area Agency on Aging provides support and referrals for a wide variety of services relating to older adults. Please feel free to discuss any needs with the site coordinator. They will be happy to visit with you, so your needs can be addressed.
- **I have concerns and questions related to the type of food I should be eating. Is there assistance available to help receive additional information?**
 - Nutrition Counseling is available upon request and is an individual session with a registered dietitian at one of the area's HY-VEE Food and Drug Stores. Please see the site coordinator for information and assistance for this service.
- **Can I take my meal to go?**
 - The intent of Encore Café is to offer socialization opportunities, in a community setting. If you are unable to finish your meal before you have to leave, you can request a container to take your remaining food with you.
- **Can I use my own container from home?**
 - No. To minimize the potential risk to older adults who are at greater risk for food-borne illnesses, only containers provided by Encore/Heritage may be used for food not consumed onsite. Please request carryout containers if needed for leftovers.

If you have further questions about Encore Café

please contact Julie Roman at 319.929.6726 or email julie.roman@kirkwood.edu

or

If you have reservation requests - or cancellations - for Encore Café

please contact: Kelly at the Church (she is AT Church Tues. and Thurs. 9am-1pm)
at 319.653.3950 and leave a message if no one answers.

**Your comments and suggestions are very important to us.
You can also ask the Encore Site Coordinator for a comment card anytime.**