

Frequently Asked Questions

What is the area of service?

Sun City, Sun City West (including Corte Bella), Youngtown, El Mirage and Surprise (including Sun City Grand).

Who is eligible?

Senior Adults - Disabled - Homebound

What is the cost?

Enrollment Fee - \$25.00

- **Benevilla Meal** – soup or salad, entree (protein, vegetable and starch), bread, dessert and a beverage for \$9.75
- **Heart Healthy Meal** – soup or salad, entree (protein, 2 vegetable servings), sugar-free dessert or fruit, and a beverage for \$10.50
- **Hearty Meal** – soup or salad, entree (2 protein servings, vegetable and starch), bread, dessert and a beverage for \$12.00

What are the payment options?

Pre-pay for 2 weeks or one month at a time. Check or credit card

What are the delivery days?

Monday through Friday from 11:15am-12:30pm

What do I do to get meals started?

1. Call Benevilla at 623-584-4999 expressing an interest
2. A Service Coordinator will contact you to set up an appointment for a home visit
3. Participate in a home visit with one of our Service Coordinators
4. Complete a Home Delivered Meals Agreement
5. Pay enrollment fee and first pre-payment
6. Get assigned to a delivery route

What if meals are needed immediately?

Call Benevilla and express your need. We will do the best we can to accommodate the request. It may be frozen meals.

What do I do for meals on the weekends and holidays?

Fresh food will be delivered on the Friday preceding the weekend and Monday holidays, or the work day before a mid-week holiday. These meals, which have a three-day shelf life, consist of a salad and a deli sandwich OR a hot entree with milk or juice.

Are meals provided for special diets?

Not at this time.

How do I order my meals?

Choose from the 3 options offered.

What are the meal options?

- **Benevilla Meal** – soup or salad, entree (protein, vegetable and starch), bread, dessert and a beverage
- **Heart Healthy Meal** – soup or salad, entree (protein, 2 vegetable servings), sugar-free dessert or fruit, and a beverage
- **Hearty Meal** – soup or salad, entree (2 protein servings, vegetable and starch), bread, dessert and a beverage

What if I will not be home during the meal delivery time?

Call the HDM coordinator 24 hours in advance.

What arrangement do I make because of living in a gated community?

Notify the gate house person or the Benevilla volunteer courier will need a code to get in.

Who will be delivering my meals?

Men and women from our trained volunteer pool who have offered their services to deliver meals. These are neighbors from the surrounding communities who have been interviewed, passed a background and a criminal history check.

Who do I contact with questions and concerns?

Start with your volunteer courier or you may call the HDM Coordinator at Benevilla at 623-584-4999 ext. 115.

How do I discontinue my meal service?

Canceling service requires two weeks' notice via a telephone call or written notice to: Benevilla, PO Box 8450, Surprise, AZ 85374 or 623-584-4999