

**North Olmsted Senior Center  
Hot Lunch Policies and Procedures**

1. All participants must be 60 years of age or older.
2. All participants must fill out a one time registration form. This form must be completed in its entirety and signed.
3. The lunch reservation sign up list will be made available on Monday mornings.
4. You must make your reservation the week before.
5. Each person is responsible for his/her own lunch reservation. You cannot place someone else's name on the list.
6. Reservations must be made in person; reservations will not be accepted over the phone.
7. All special reservation circumstances will be assisted by a staff member.
8. Please make sure that you sign your name as you receive your lunch ticket.
9. You must have a lunch ticket in order to receive a meal.
10. Please make sure that you are signed in by 11:25 a.m. All reservations will be forfeited by 11:30 a.m. and your ticket will go to the people who are on the waiting list.
11. **PLEASE DO NOT SAVE SEATS.** Sign your name on your ticket and put it where you want to sit, only your ticket saves your seat. Please be considerate and sensitive to people who are looking for a place to sit.
12. Announcements will take place at 11:45 each serving day. Please be considerate to your neighbors and do not talk during announcements.
13. We will make cancellation lists and waiting lists available at all times.
14. **CANCELLATIONS - In the event that you have a reservation for lunch and you will not be able to attend, you must call the senior center by 11:25 a.m. that day to cancel your lunch. If you do not notify us and you fail to arrive by 11:25 a.m. it will be documented. After two times that you have failed to cancel and have been a "no show" we will suspend your lunch privilege for one week.**
15. Persons on the waiting list who are at nutritional risk will be given priority during each serving day.
16. Persons who are on the waiting list may receive a "waiting list ticket" on the serving day. They will be notified by a staff member if they can exchange their waiting list ticket for a "regular" lunch ticket.
17. The suggested donation for lunch is 75 cents.
18. We cannot make change. Please make sure that you have the correct amount due.
19. You are not permitted to take leftovers home. All cooked food must be consumed on site. The only exceptions are the following: Individually wrapped cookies, individually wrapped bread, fresh fruit (apple, plum, orange, etc.) and unopened milk can be taken home during the winter months. Staff members reserve the right to take any carry-out containers away.
20. Treat hot lunch volunteers with respect. Inappropriate outbursts will not be tolerated. Please ask to speak with a staff member or the Administrator if you would like to make a complaint.
21. If any of the above policies & procedures are not being adhered to the NOSC Administrator has the authority to discontinue service to any senior center hot lunch participant.