

## Senior Congregate Program FAQ

### **Do I have to submit a report for this program?**

A: Yes, a required annual agency survey/report is due every January.

### **Can I charge a fee to clients for meals?**

A: No, clients cannot be charged a fee for meals.

### **Do I have to place an order every month?**

A: No, at least one order must be placed every six months.

### **Who do I contact for order and delivery assistance?**

A: RFBO Help Desk, [helpdesk@rfbo.org](mailto:helpdesk@rfbo.org), call or text 405-600-3152. Hours of Operation: 6AM – 5PM Monday – Friday.

### **Who do we contact about damaged or missing items?**

A: If any product is found to be unusable or missing, the agency will email the RFBO Help Desk ([helpdesk@rfbo.org](mailto:helpdesk@rfbo.org)) within 24 hours of receipt; the email must contain pictures of the damaged product, in order to be credited for the damage.

### **Who do I contact when the Senior Congregate program coordinator for the agency changes?**

A: Please complete the [Agency Contact Change Notice](#) form located on the Food for Seniors Resources page on RFBO.org.

### **Can we use these meals for other events, activities, or clients?**

A: No, the items purchased for the Senior Congregate Program cannot be used for other meal services or events. Agencies using purchased products for events or activities outside of the outlined program (without prior written authorization) will be subject to termination of program participation.

**Program questions/assistance:** Sarah Edgin, office: 405-600-3198, [sedgin@rfbo.org](mailto:sedgin@rfbo.org)