

Declining Dollar Meal Plan Q & A

1. What is a Declining Dollar Meal Plan?

This is a dining program in which each resident is given a “dollar allotment” on their account each 30/31 day period. Each time the resident orders; the amount of the order will be deducted from their allotment and their balance will continue to decline over the period each time something is charged to their account. This program allows the resident to eat when they want, as often as they want, and gives them much more flexibility in what they wish to order.

2. Will the residents of the Mezzanine still be able to eat in the main dining room?

Yes. They will be able to eat in all of the same places as the rest of the community.

3. Will the Mezzanine Residents be using the same declining dollar food program?

No. We are regulated by the State to provide three meals a day to the residents in our Assisted Living. The Mezzanine residents will remain on a meal allotment program just as they are today. However, they will be able to purchase additional items from our Main Dining area and Pantry area. Such items will be billed to their monthly rent invoice.

4. What is included on my declining dollar meal plan?

The monthly charge for the new dining program will be \$258 (Food) & \$9.19 (Sales Tax) just as it is today. This will also be the allowance that you receive on your declining balance account.

5. What happens if I don't use my entire balance by the end of my cut off period?

This is a use it or lose it program. Any unused balances at the end of your 30/31 day period will be lost and your balance will be reset. No refunds will be issued.

6. Why won't the balance carry over to the next period?

The program will require a set dollar amount in the budget to cover fixed costs.

7. What happens if I exceed my allotment/balance?

If at the end of your 30/31 day period you have exceeded your allowance, all charges in excess of your balance will be billed as an additional charge on your rent invoice.

8. How will I know how much I am spending or what my balance is?

Each time you order something you will receive a receipt for your records just like you would at a restaurant. The receipt will reflect what you ordered, the price of each item, sales tax, order total, and at the very bottom it will print the remaining balance on your account after that order. Additionally, residents may ask staff to look up the balance on their account. There is also a web portal available to view balances.

9. How will my declining dollar period be defined?

Due to the number of residents we are serving we have to divide the community up into three different periods. Your period will be determined by the floor that you reside on. We will be conducting separate meetings for each one of these periods during August so that the staff can show you exactly how your 30/31 day period will work for you. If you are unable to attend the scheduled meeting for your specific period, you will be able to put your name on a list at the front desk and a staff member will schedule a time to meet with you.

1. Floors 1-4 Cutoff date will be 10th of each month.
Meeting is scheduled for Tuesday, August 9th from 2p-3p in the main dining room.
2. Floors 5-8 Cutoff date will be 20th of each month.
Meeting is scheduled for Friday, August 26th from 9:30a-10:30a in the main dining room.
3. Floors 9-14 Cutoff date will be last day of each month.
Meeting is scheduled for Monday, August 29th from 9:30a-10:30a in the main dining room.

10. What is NOT included in my meal plan?

Tray delivery fees
Guest meals
To go containers
Certain items sold in the Pantry area.

11. Where can I eat or use my dining dollars?

Dining Room-Towers
The Pantry-Towers
Dining Room-Flatirons Terrace (Reservations required)

12. What if I wish to have a guest join me?

We will have open dining hours and open seating so you will no longer need to reserve a table for you and your guest. If a resident wishes to pay for their guest's meal they can still do that, however, it will be billed in the same way in which it is today, as a separate charge on their rent invoice. You will not be allowed to use your dining dollars to pay for guest meals. If your guest wishes to pay for their own meal using cash or a check they can do so at the front desk or with their server.

13. What food credits will be available to me if I am out of the building both for personal and medical reasons?

We will be reviewing our current meal credit policy, but unless changes are made the current policy will remain in effect.

14. Are the residents paying for this renovation?

The cost of this dining renovation is not being passed onto residents. It has been funded by other sources. However, residents will see an increase in their food costs in 2012 as part of our normal budget process.

15. How will individual meals be priced?

Meals will be priced so that everyone can have a well balanced meal every day, much as it is now. For example, the daily special will be priced equivalent to your daily meal cost so that if you only ate the special every day, you should not exceed your balance. However, if you wish to order more or less, you have that option.

16. Will staples such as bread and milk still be available for sale and will I be able to charge those to my account?

Such staples will be available for purchase in the new Pantry section. These items will be billed in the same way in which it is today, as a separate charge on your rent invoice. You will not be allowed to use your dining dollars to pay for such staple items.