



ENCORE CAFE

## FAQ's (Frequently Asked Questions)

- **What time do you serve lunch at the Encore Cafes?**
  - Meals are served at Marion Public Library at 11:30am Monday and Friday, and at 11:30am at Marion Lowe Park on Wednesdays and Thursdays. Encore Café serves meals at St. Mark's Methodist Church in Cedar Rapids at 11:30am on Tuesdays.
- **Do I need to make a reservation?**
  - Yes. In order to control food costs, reservations are requested. Reservations can be made in advance at meal sites, online, or by calling the Heritage Agency (319.398.2585). Reservations are strongly encouraged to be made by 1:30pm the day before. However, every effort will be made to accommodate late reservations up to 9:30am day of meal. Reservations after 9:00am cannot be guaranteed.
- **What if I forgot to make a reservation or decide to come the morning of a meal?**
  - Participants who do not make a reservation before 9:00am the day of the meal may come and participate that day, but will need to wait to receive a meal until those with reservations have arrived and been served. This is usually by 12:15pm.
- **How do I cancel a reservation?**
  - You may contact Heritage Agency to cancel a reservation (319.398.2585). If you are unable to attend, please cancel your reservation in order to help control costs.
- **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 information 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 and providing the Encore Café program.

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- **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 or individuals with disabilities who are under the age of 60 can participate at the suggested contribution rate of \$5.00. The cost for others under 60 is \$8.00 per meal, and can be given to the Site Coordinator or the host at the check-in table.
- **Can friends from outside of the city participate?**
  - Yes. There are no restrictions on residency for participation in the Encore Cafe.
- **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. Is there additional services available?**
  - Yes there is. 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 a one on one 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 Cafe 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. Please reach out to the site coordinator for further assistance.
- **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 any further questions about Encore Café please contact  
Becky Briggs at 319.398.2585 or Tim Getty at 319.398.7682**

**Your comments are very important to us. Please be sure to ask the Encore Site  
Coordinator to fill out a comment card.**

