



Revive & Thrive Project

Nourishing the community, one meal at a time.

Revive & Thrive Project Meal Recipient Frequently Asked Questions

What is Revive & Thrive Project?



Revive & Thrive Project is a volunteer-powered, independent nonprofit in Grand Rapids, Michigan. Our mission is to provide nourishing, home-delivered meals to those affected by a health crisis, while empowering the next generation. Our vision is optimal health outcomes through equitable access to nutritious foods, nutrition information and a caring, connected community.

At Revive & Thrive Project, we believe that food is the very foundation of health and healing, and our aim is to encourage our community to nourish themselves with nutritious food.

How did our meal service program begin?

Revive & Thrive Project was founded in 2015 by nutritionist and cancer survivor, Wendy Borden. Wendy founded the organization following her own experience of going through cancer treatment as a single parent.

Since 2015, Revive & Thrive Project has served over 60,000 meals to individuals and their families facing a health crisis. We are a 501(c)(3) nonprofit organization that is modeled after and an affiliate partner of the Ceres Community Project in California.



How does Revive & Thrive compare with other home-delivered meal services, like Meals on Wheels and Mom's Meals?

Revive & Thrive Project and Meals on Wheels are completely separate non-profit organizations, and Mom's Meals is a separate for-profit business. While all of these organizations provide home-delivered meal services, there are significant differences in the amounts and types of meals provided. Please review all services to determine which is best for your needs.



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	Revive & Thrive Project	Mom's Meals	Meals on Wheels
Type of Meals	Refrigerated - fresh, nutrient-dense meals prepared with seasonal, local ingredients; based in East Grand Rapids, MI	Refrigerated - nutritionally tailored meals delivered nationwide	Refrigerated or frozen - nutritionally balanced meals prepared in Grandville, MI; meal delivery includes a friendly visit and safety check
Meals Per Week	7 Meals delivered once per week; Meals provided for caregivers and family members	7 Meals delivered once per week	7-14 Meals delivered 1-3 times per week
Eligibility	In treatment for cancer, organ transplant, or recently hospitalized for complications of Diabetes, heart failure, kidney disease, COPD, major surgery, or heart disease	Medicaid or Medicare Advantage participants who are disabled and/or over the age of 65 - enrollment through health insurance provider	Over 60 years of age and homebound
Menus	One standard menu for all served - contains whole foods including fresh vegetables, whole grains, and lean protein such as nuts, beans, and poultry	Meal choice with each delivery - online selection of meals	Meal choice with each delivery - online or phone selection of meals
Menu Focus	Fresh, local, plant-forward food - 85% plant-based meals; all meals contain servings of vegetables and/or fruits	General wellness. Special menus available for renal disease, heart disease, cancer, Diabetes, and low sodium	Hearty meals. Pre-cut and pureed meals available for those with chewing and swallowing difficulties
Cost	No cost; all meals are donation-based	No cost if covered by health insurance; otherwise \$7.00/meal if self-pay	Meal cost based on income
Service Time	24 Weeks of meals	4 Weeks of meals up to 4 times a year	Long-term
Organization Type	Local Non-Profit, Volunteer-Powered	National For-Profit Business	Local Chapter of National Non-Profit
Organization Capacity	70-90 people per month; 16,000 meals annually	Thousands of people per month; over 500,000 meals annually	Hundreds of people per month; over 500,000 meals annually



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Receiving Meals

How do I enroll in Revive & Thrive Project meal service?

There are 2 steps to complete your enrollment process:

1. Communicate with a representative of Revive & Thrive Project via phone call or email. We will contact you by phone call and email (if address provided) within 3 days of receiving your referral. We will discuss our delivery policies, your dietary restrictions or food allergies, and how to complete your enrollment paperwork.
2. Complete your enrollment paperwork via emailed or mailed forms. We will email forms to you (if address provided) or mail a set of printed forms to your home address. These forms must be completed and returned to our office before your meal service can begin.

Once we receive your completed forms, we will contact you to schedule your first meal delivery. If we are unable to reach you after 3 phone call attempts, an email, and forms mailed to your home address, we will cease attempting to contact you. You will still be eligible for meal service but will need to contact our office to resume the enrollment process.

How long can I receive meal service?

You will be offered an initial meal service term of 12 weeks. You will have the option to extend for up to 12 additional weeks if needed.

The maximum number of meal service weeks that we provide to any individual or family is 24 weeks. You may receive meals at different times (for example, 2 different sessions of 12 weeks over two years) based on your treatment plan or a recurrence of your diagnosis.



Revive & Thrive Project provides a community resource and nutrition education handout with each meal delivery, so that you can learn about and connect with resources to meet your long-term nutritional needs.

What will I receive each week?

Each person enrolled in meal service will receive 5 complete entrees, 1 hearty salad, 1 quart of soup, and a refined sugar-free dessert each week. 3 entrees will be vegetarian or vegan, and the other 2 entrees will include chicken or turkey. Meals can be refrigerated or frozen to enjoy throughout the week.



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Depending on your dietary restrictions, you may receive double of one dish to substitute for one you are not able to eat. Our meals are prepared with whole foods that are fresh, organic/chemical-free, seasonal, and local whenever possible. We seek to provide the most fresh and nutrient-rich whole food every week.

How much does this program cost?



There is no charge for Revive & Thrive Project's meal service. You will never receive a bill for your meals. Donations of any size are always greatly appreciated. Those participating in meal service are invited to donate on a monthly basis, with a recommended donation amount based on income and number of meals received.

In order to prepare meals using the most fresh, local ingredients possible, Revive & Thrive Project budgets \$8.30 for each meal that we prepare. This means that the cost to our

organization to prepare meals is \$60 for a week of meals for 1 person.

Many generous donations and volunteers contribute to help provide healthy, locally-sourced meals at a lower cost to those in need in our community.

Can my family members receive meals?



Spouses & caregivers: We always provide meals for the spouse and/or caregiver living in the household to reduce the burden of meal preparation and encourage healthy eating habits.

Other adult or teen family members: Depending on availability and interest, we may provide a full set of meals or 1 set of meals for every 2 adult or teen family members living full-time in the household.

Children: Depending on availability and interest, we may provide 1 set of meals for every 2-3 children living in the household. Typically, young children do not eat our meals (but some surprise us!)

How do I store and reheat the food?

Refrigerate or freeze the meals immediately upon receiving your meal delivery. Meals can remain in the refrigerator for up to 1 week, and in the freezer for up to 6 weeks.

Revive & Thrive Project | Physical Address: 1815 Hall St SE, East Grand Rapids, MI 49506
Mailing Address: 1971 E Beltline Ave NE, Suite 106, #210, Grand Rapids, MI 49525 | 616-606-3314
www.reviveandthriveproject.org



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Reheating instructions will be included with your first week of meal delivery. Most meals can be microwaved, heated on the stovetop, or heated in the oven. If you have any questions about reheating your meals, or need an additional copy of the reheating instructions, please contact our Client Care Team at 616-606-3314.

Who do I contact if I want to change something about my meal service?

Call our Client Care Team at 616-606-3314 or email abbie@reviveandthriveproject.org to report any changes in your life that affect your meal service, such as the following:

- You move or need food delivered to another location.
- You will not need a delivery because of travel, treatments, family visiting, etc.
- You won't be home for a delivery.
- You are doing well enough to cook for yourself.
- You have new dietary restrictions.

Calls, voicemails, and emails received by 3pm on Tuesdays will be effective for the following meal service day.

What if I can't eat all of the food each week?

Many of the meals you receive can be frozen for later use, especially the soups and poultry-based dishes. If you find that more than 10% of your meals are going to waste, please contact us immediately at (616) 606-3314 or abbie@reviveandthriveproject.org. We may be able to reduce the number of meals you receive each week, or end your meal service with us and connect you with another resource for healthy food.

What if I don't like the food?

Please review our sample menus before enrolling to ensure that at least 90% of the food provided sounds appealing to you. We know that not everyone will like everything, but we expect meal recipients to try everything and to eat all or nearly all of the provided food each week.

If you find that more than 10% of your meals are going to waste, please contact us immediately at (616) 606-3314 or abbie@reviveandthriveproject.org. We will end your meal service with us and connect you with another resource for healthy food. Revive & Thrive Project often has a waiting list of several families who would enjoy and benefit from our meals, so we request that food not be wasted.



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Meal Deliveries

How and when do I get my food?



Our volunteers will deliver your food on **Wednesdays between 6:00-7:30pm** unless you have made pick-up arrangements. Your Delivery Angel volunteer will call you from the parking lot of our kitchen around 6:00pm to let you know they are on the way.

Please place your meals in the refrigerator or freezer as soon as they are delivered to ensure food safety.

In the event of extreme weather such as a winter storm, we may have to postpone delivery until the following day. You will be contacted as soon as possible if there is a postponement of meal delivery.

Do my family or I have to be home to receive my delivered meals?

Yes! You or a family member must be home each week to receive meals. We absolutely cannot leave meals on the porch or doorstep for health and safety reasons. We will not enter homes or apartment buildings to drop off or unpack meals.

What happens if my family or I am not home for a meal delivery?

Allowable Skip Week with 24 Hours Notice: Please call (616) 606-3314 or email abbie@reviveandthriveproject.org by 3pm on Tuesday (24 hours notice) if you will not be home for a meal delivery. If you provide notice by 3pm on Tuesday, missing your meal delivery will not be counted against your program term and you may continue meals the following Wednesday.

Late Notice Consequence: If you provide notice between 3pm on Tuesday and 3pm on Wednesday that no one in your household will be home to receive your meal delivery, we will not deliver your meals but this will count as a week of meal service in your program term. You may continue meals the following Wednesday.

No-Call, No-Show Consequence: If you do not provide notice and no one is home to receive your meal delivery, your meal delivery will be immediately suspended. It is your responsibility to contact our Client Care Team at (616) 606-3314 or email abbie@reviveandthriveproject.org to resume meal service. Your meal service will be





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suspended until you make contact, and you may be moved to the end of the waiting list before resuming service.

Multiple No-Call, No-Show Consequence: If no one is home to receive your meal delivery and you do not provide notice on more than one occasion, your meal service will be terminated. You have the right to appeal termination of services following the appeals procedure, which will be provided to you at the time of enrollment.

More Details about Revive & Thrive Project

Who prepares my meals?



High school students prepare your meals! Your meals are cooked with love by teenagers who volunteer as teen chefs, and the adult mentors who guide them. Our teen chef program is a key part of our mission, empowering the next generation with nutrition, cooking, and leadership skills.

Dozens of adults in a variety of volunteer jobs also contribute their energies to bring you these meals. We hope you feel the love from all of us in each bite!

Who is Revive & Thrive Project's Chef?

Executive Chef Mandy Thompson has a passion for food as medicine, plant-based cooking, and teaching. She brings extensive experience as a Holistic Health Practitioner and Instructor for children and youth cooking classes at Kent District Library and Northview Public Schools. Chef Mandy brings her skills for healthy and delicious cooking as well as youth development into the kitchen. She is a mom of three and is always cooking something new for her family.



How can I support Revive & Thrive Project?

Donate: Revive & Thrive Project is supported through the many donations we receive and the thousands of hours donated by our volunteers each year. Donations and support from friends and family members on your behalf enable us to make meals available to more people in need. Donations can be sent to Revive & Thrive Project at our mailing address: 1971 E Beltline Ave NE, Suite 106, #210, Grand Rapids, MI 49525 or by visiting our website www.reviveandthriveproject.org/support.



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You can also support our work in these ways:

Send us a note about the difference that Revive & Thrive Project made for you.

Share a photo of your meals in your Instagram Story or in a Facebook Post and tag @reviveandthriveproject

Invite your family members and friends to volunteer with us - more information can be found at reviveandthriveproject.org/volunteer

Participate in our annual thank-you video - we create a video featuring meal recipients each year to share with our donors and supporters. More information about this opportunity will be sent in September.

For more information on Revive & Thrive Project, visit our website at reviveandthriveproject.org. Or, call us at (616) 606-3314.

We look forward to serving you!