

MEAL DELIVERY TIME

Client meals are delivered between the hours of 10:30 a.m. and 1 p.m. Drivers may be early or late for various reasons, and we cannot guarantee an exact delivery time.

Clients must be home during this window of delivery to accept meals. Drivers are not allowed to leave meals in coolers, at a neighbor's house, or on doors if the client is not home. If delivery cannot be made, it will be considered a no-show and the client risks having service suspended.

We ask that you not contact the office during the delivery window to check when your delivery will arrive until after 1 p.m. While drivers are on the road delivering meals, phone lines must remain open so staff can be reached for emergencies that require immediate attention.

WINTER MEAL DELIVERY

There are times during the winter months, when meal delivery must be canceled for the safety of our drivers. If sidewalks, steps, or driveways have not been cleared of snow or ice, drivers may be unable to deliver meals.

Should SourcePoint cancel meal delivery:

- Closures will be posted on local news stations, SourcePoint's website, Facebook, and Instagram.
- Closures will be cited on the agency's main answering service at 740-363-6677.
- Clients will receive an automated phone call.

Please note clients who select the "opt out" option on the automated call will NOT receive future cancellation and closure notices via phone.

Please note that even if meals are not canceled during inclement weather, the volunteer still



reserves the right to not deliver to individuals if the volunteer feels their safety is at risk. i.e., driveways or sidewalks are not cleared.

In these situations, you will need to use your shelf-stable emergency meals or extra frozen holiday meals. You're also encouraged to have your own emergency food supply on hand.

PERSONAL EMERGENCY FOOD SUPPLY

Our emergency meals are provided as one meal per day. As a result, we highly recommend that you prepare your own emergency food supply that can last for several days. Please find the suggested items below. Should you not have food during a closure, please contact your care consultant.

RECOMMENDED EMERGENCY SUPPLY ITEMS

It is recommended that you stockpile foods that are nutritionally dense, provide a lot of food value for the bulk, are tasty, and need no cooking. Remember to have a manual can opener.

Suggested food items include: Whole wheat crackers, peanut butter, nuts and trail mix, cereal, power bars and granola, dried fruit, canned meats like tuna, salmon, chicken, and turkey, canned vegetables, such as beans, carrots, and peas, canned soups and chili, sports drinks, powdered milk, bottled water, juices (canned or foil pouches), canned fruits, and instant soups or meals.

Suggested non-food items: Flashlight, batteries, radio (battery operated or hand-cranked), prescription medications, and blankets.

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MEDICARE ADVANTAGE OPEN ENROLLMENT PERIOD BEGAN JAN. 1

The Medicare Advantage open enrollment period runs from Jan. 1 to March 31. If you have a Medicare Advantage Plan, you can make one change to your coverage during this time with coverage to start the first of the next month. Remember that this enrollment period is only for people who already have a Medicare Advantage Plan. More information is available at Medicare.gov or call us at SourcePoint and ask to speak to an insurance specialist.

2026 PART D OUT-OF-POCKET MAX AND SMOOTHING PROGRAM

Medicare drug plans have removed the coverage gap (doughnut hole) and added a new out-of-pocket maximum. This year's maximum is \$2,100. Once you have paid \$2,100 out of your pocket for prescription medications, the remainder of the year, your prescriptions will be free. Your plan deductible counts towards this out-of-pocket maximum, as well. The cap only applies to covered medications. So, if a drug isn't covered by your plan, it will not count towards the \$2,100 maximum. Your plan will keep track of the maximum, and it will kick in automatically.

Also remember the Medicare Prescription Payment Plan (MPPP), also known as "smoothing." This program will allow you to work with your part D carrier to set up a budget to pay for your yearly prescription costs equally each month. You will make a monthly payment to the carrier versus paying for your prescriptions at the pharmacy when you pick up your medications. Contact your insurance carrier to set up this program.

ARE YOU A FAMILY CAREGIVER?

Whether you're new to caregiving or have been caring for someone for years, we're here to support you with resources, information, and a caring community.

To get connected, email caregiver@MySourcePoint.org or call 740-363-6677.

ALZHEIMER'S ASSOC.: CAREGIVER STRESS

Tuesday, Feb. 3, 10–11 a.m.

Join us to learn practical tips to help reduce caregiver stress and promote your own well-being. More than 11 million Americans provide unpaid care for loved ones with Alzheimer's disease and other dementias—often family members balancing many responsibilities. Discover ways to manage emotional stress, prevent burnout, and protect your health while providing compassionate care.

HEAP

The Home Energy Assistance Program provides eligible low-income Ohioans with a one-time payment during the winter season to help them meet the high costs of heating their homes. Payments are made directly to regulated and unregulated utilities. HEAP benefit amounts vary and are determined by the following criteria:

- Household income;
- Number of people in the household;
- Type of primary heating source;
- Household is enrolled in Percentage of Income Payment Plan Plus (PIPP Plus);
- Federal funding levels; and
- Geographic region of the state.

How to apply for HEAP

Consumers may apply for HEAP from July through May by completing an online application at energyhelp.ohio.gov or by scheduling an appointment with the local Community Action Agency. An Energy Assistance Application may also be downloaded from the website and mailed to: Energy Assistance Programs, P.O. Box 1240, Columbus, Ohio 43216.

Applications may also be available at county Job and Family Services, Area Agency on Aging offices, or libraries. Mailed applications can take 12-16 weeks to process. HEAP benefits are applied to customer accounts starting in January of the current heating season.

To complete an application, you will need:

- A list of all members of the household with birth dates and social security numbers.

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- Proof of income for all household members 18 years of age and over for at least the previous 30 days.
- Proof of citizenship or legal residence for household members.
- Copies of recent utility bills.
- Disability verification (if applicable).

Failure to fully complete the application and provide all required documentation, including signing the application, will delay processing.

For more information, or to locate your local Community Action Agency, visit energyhelp.ohio.gov or contact ODOD at 1-800-848-1300.

Delaware County Community Action:
740-369-3184
555 Sunbury Road, Delaware, Ohio 43015

2026 RATE CHANGES

Effective Jan. 1, 2026, SourcePoint implemented changes to the current in-home care services provider rates as part of our customary two-year contracting cycle. These changes will be reflected in the statement you will receive in February 2026 for January service(s).

Feedback from our contracted providers continues to include the importance of paying professional caregivers a competitive, living wage. During this two-year re-contracting period, our providers submitted contracts that consider the hourly rates needed to obtain and retain professional caregivers that meet SourcePoint standards. The broader impact of inflation has also affected the home care industry, as it has many other sectors.

SourcePoint supports our providers in their efforts to bridge the gap between demand and access by approving their increases; we know the caregiver profession has not been afforded the value they provide to the community.

While you will see increases in many of our in-home care services, please know that our sliding fee scale still applies. We can also work with you to re-evaluate your financial situation to determine if there is a change in your co-pay percentage. If you have any questions, please contact your care consultant.

SOURCEPOINT SECURES OWNERSHIP OF ITS HOME AT 800 CHESHIRE ROAD

SourcePoint announced that it has officially purchased its facility at 800 Cheshire Road, a milestone that marks the organization's transition from long-term tenant to owner after leasing the building for 18 years. As a result of this action, the bond associated with the facility is no longer the responsibility of Delaware County taxpayers.

The purchase was approved by the Delaware County Commissioners, reflecting their continued partnership and confidence in SourcePoint's mission to serve residents age 55 and better. Ownership of the building strengthens SourcePoint's long-term financial stability while ensuring that public resources are protected.

"This is a meaningful and responsible step forward," said Fara Waugh, CEO of SourcePoint. "Owning our building allows us to plan with confidence, invest thoughtfully in our space, and continue serving older adults without placing an ongoing bond obligation on taxpayers. We are grateful to the County Commissioners for their leadership and support."

The building has been SourcePoint's home since it opened in 2007 and has grown into a vibrant hub for older adults across Delaware County. Each day, the facility supports wellness, learning, and connection through activities such as fitness and aquatics programs, arts and lifelong learning classes, and social engagement, as well as access to information, assistance, and in-home support services.

Demand for SourcePoint's services has increased significantly over time. Average daily visits to the facility have grown by 67% since 2016, reflecting both the changing needs of the community and the trust residents place in SourcePoint. To meet that demand, the organization has made strategic improvements to the building, including the addition of the Cheshire Room, redesign of the Independence Room, and the creation of new lower-level program spaces to ensure flexibility, accessibility, and readiness for the future.

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The purchase also provides an opportunity to recognize the vision and stewardship behind the building. The facility was made possible through the foresight of Founding Executive Director Bob Horrocks, who envisioned a single, welcoming location where older adults could access services, programs, and community support.

Today's milestone reflects the lasting impact of that vision.

SourcePoint also acknowledged the ongoing dedication of Facilities Manager Scott Early, who has cared for the building since it opened. His commitment to safety, maintenance, and continuous improvement has ensured that the facility remains welcoming, functional, and reliable for members, staff, volunteers, and families.

"As we take ownership of this space, we do so with deep appreciation for our partnership with Delaware County," said Waugh. "We are committed to maintaining this building responsibly and ensuring it remains a place where older adults can find help, hope, and community for many years to come."

SOURCEPOINT ANNOUNCES TWO NEW BOARD MEMBERS AND 2026 ROSTER

SourcePoint has announced the appointment of two new members to its volunteer board of directors and the full slate of officers and board members who will serve in 2026. Eleanor Biddulph and Heidi Reed have joined the board, bringing a combined background in leadership development, senior living, and community service.

Eleanor Biddulph of Westerville is a leadership coach with a long history of community involvement. She has served in volunteer and advisory roles with the Westerwood Senior Living Board of Trustees, Ohio Diversity Council, Ohio Business Week Foundation, Genoa Township Communication Advisory Board, Crestline Walton Lake Company Board, and Otterbein University's Leadership Studies Advisory Committee. Biddulph holds a bachelor's degree in leadership studies from Otterbein University.

Heidi Reed of Sunbury is the director of assisted living at Willow Brook Christian Communities. Her commitment to older adult services dates to her volunteer support of the county's first senior services levy. Reed has also volunteered with the Alzheimer's Association, American Cancer Society, LifePoint Church, and Stockhands Horses for Healing. She is both a Certified Dementia Practitioner and a Certified Executive for Assisted Living.

SourcePoint's 2026 board of directors includes 16 members: President Pamela Foster, Vice President Cheri Thompson, Secretary Annie Horstman, Treasurer Michael Tucker, Past President Alice Frazier, Eleanor Biddulph, Randy Bournique, William Brown, Adrienne Corbett, Todd Everingham, Ron Fantozzi, Beth Fligner, Liz Gitter, Beth Long-Higgins, Heidi Reed, and Jodie Wegmiller.

The SourcePoint board of directors is responsible for establishing the organization's mission and ensuring it is carried out with legal, ethical, and financial integrity. The board sets strategic direction, provides fiscal oversight, and employs a chief executive officer to supervise staff, implement policy, and oversee day-to-day operations.