Thank you to our Funding Sources

24-Hour Senior HELP LINE

Since 1912, YWCA Metropolitan Phoenix has been on a mission to eliminate racism, empower women, and promote peace, justice, freedom, and dignity for all. We imagine an equitable and inclusive society for everyone. We create safe spaces for courageous conversations that focus on how race and gender impact issues that impact Phoenix. We support seniors and women and their families through our Senior, Prosperity, and Equity programs. We are a visible voice in social justice. YWCA Metropolitan Phoenix is part of a global movement with sister associations in over 120 countries worldwide.

You do not need to be wealthy to leave a legacy. In addition to supporting YWCA with your cash donations, you can also contribute to the sustainability of our efforts to better women's lives in the long term. Please call Liz很低，Advancement Director, at 602-258-0900 to discuss planned giving opportunities.

YWCA Metropolitan Phoenix | 623.931.7436 | www.ywcaaz.org | www.facebook.com/ywcaaz

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Participant Grievance

The YWCA will provide a means to ensure fair handling of participant complaints and grievances. For the purpose of these policies and procedures, a grievance means any dispute regarding the meaning, interpretation or alleged violation of these policies, procedures and services. Any participant seeking assistance or services through the YWCA Senior Programs who feels that he or she has not been treated fairly may appeal any decision rendered by filing a grievance.

Procedure

Participants who have a problem or complaint should first try to get it settled through discussion with the Staff.

If, after this discussion, the participant does not believe the problem or complaint has been satisfactorily resolved, he/she will have the right to discuss it with the Senior Center Director. You may reach the Senior Center Director at (623) 931-7436.

If the grievance is not resolved in steps 1 or 2, the participant shall submit in writing a complaint detailing the basis for the grievance. The complaint will be submitted to the Senior Center Director within ten (10) working days.

The Senior Center Director will render his/her decision and comments in writing and return them to the participant within ten (10) working days.

Should the Senior Center Director fail to resolve the grievance, within ten (10) working days of the receipt of the grievance, the person may communicate the grievance in writing to the YWCA CEO within fifteen (15) calendar days.

The YWCA CEO will render a decision. The YWCA CEO has the final decision in appeals.

If the grievance is not resolved at the local level, it can be appealed to:

Contracts Department
Area Agency on Aging Region One, Inc.
1366 East Thomas Road, Suite 208
Phoenix, Arizona 85014
602-204-2255

Meet Our Team!

Debbie Espana
CEO
Kathy Saunders
Director of Senior Programs
Matthew Cooper
Associate Director-Senior Programs
Alexis Hernandez
Food Services Manager
Yvonne Sanchez
Program Manager-Meals on Wheels
Bea Parra & Joni Dinges
Program Assistants

And many others who make this all possible!

Program Locations

Meals are served at the following Glendale locations:

YWCA Metropolitan Phoenix
5651 N 61st Ave | 623.931.7436
Monday through Friday at 12:00pm.

Glendale Adult Center
5970 W. Brown | 623.930.4321
Monday through Friday at 12:00pm.

Glendale Community Center
5403 W. Ocotillo | 623.930.4700
Monday through Friday at 12:00pm.

Japanese Senior Center
5414 W. Glenn Dr
3rd Wednesday of every month at 12:00pm.

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FREE HAIRCUTS FOR OLDER ADULTS
see ywcaaz.org/calendar for details
**5 REASONS TO EAT FROZEN FRUITS & VEGGIES**

The U.S. Department of Agriculture recommends five to nine servings of fruits and vegetables a day, and conventional wisdom traditionally has been that fresh is best. But recommendations are changing as more studies show there is no significant nutritional difference between fresh and frozen. Here are five reasons why you may want to stock up on healthy treats while in the frozen food aisle.

**NUTRITION**

New research from the University of Georgia found that frozen fruits and veggies are just as nutritious as their fresh counterparts — and some even retained more nutrients, especially when it comes to vitamin A.

In a separate comparison cited in the New York Times, researchers at the University of California Davis found that vitamin content was higher in some frozen foods, including broccoli, corn, green beans and blueberries. The freezing process typically keeps the nutrients of freshly picked produce intact, while fresh produce may sit in transport or grocery stores for days, losing nutrients along the way.

**CONVENIENCE**

A recent study conducted by the Frozen Food Foundation found people who buy frozen fruits and veggies consume more produce overall than those who don't. This finding mirrors what nutritionist Cynthia Sass learns from her own clients, according to her story on Health magazine’s website. “While I’m a big fan of fresh produce, I’m also serious about helping people fit in at least five servings of fruits and veggies per day every day. I’ve found that when my clients keep their freezers stocked with frozen produce, they’re much more likely to hit that mark.” Frozen veggies are usually prewashed and precut, making heating them in the microwave or pan fast and easy.

**AFFORDABILITY**

Frozen produce can be cheaper than fresh, making it accessible to more people. Frozen organic spinach costs about 50 cents less than fresh organic spinach — for twice the volume, Sass says. Similarly, a 10-ounce bag of frozen organic raspberries is the same price as six ounces of the fresh fruit.

**SMOOTHIES**

Frozen fruits and berries make great filler for quick protein drinks during your morning routine. Sass recommends whipping frozen berries, cherries and leafy greens into your morning smoothie. You may also try adding thawed scoops of frozen fruit to oatmeal or yogurt.

**FLEXIBILITY**

Frozen veggies can be used far longer than their fresh counterparts. So instead of replenishing your fresh produce supply every few days, you can stretch out the shopping trips. Frozen veggies are also a great alternative to canned ones, which are usually packed with salt to preserve them. Chef Daniel Thomas writes for AARP that frozen vegetables, for the most part, are cooked to a very high temperature before being quickly frozen for flavor and color conservation, so salt and preservatives aren’t necessary.

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**DECEMBER PUZZLE**

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AGOVGDHDLJQALBRERFYHQP
MQHIQBWVVULDEALEMICOISP
DOLSGPRXPFPGACDERESBZTY
MGETBSAMYJAWVKRCCTRUI
QOAJGELQHCDGRUFTGEIEMUHV
VIAPFESHEHZSSTWESNFPDAT
RJNSVUPHRARBCSIYOELQCLFS
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December
Christmas
Winter
Cold
Celebrate

Holidays
Santa
Greeting
Party
Pearl Harbor

Solstice
Religion
Decorate
Food
Relatives