

## Suggested Meal Program

### Contributions

For eligible seniors & adults living with disabilities

**Dining Room.....\$2.50**

**Dial-A-Ride (each way)....\$1.00**

**S.A.I.L. Program.....\$2.50**

**Meal Guest.....\$3.50**

### **Meals on Wheels**

Private Pay Glendale.....\$8.00

Contributions may be given at our lobby desk. As a part of our funding guidelines, signatures and emergency information forms are requested by all who participate here.

If you need Home Delivered Meals, please give us a call for details **623-931-7436**.

## **Thank you to our Funding Sources**



Area Agency on Aging

## **24-Hour Senior HELP LINE**



## **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 108  
Phoenix, Arizona 85014  
602-264-2255

## **Meet Our Team!**

Debbie Esparza  
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**

8561 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**

5401 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.

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 Genevieve Villegas, Advancement Director, at 602-258-0990 to discuss planned giving opportunities.*

**eliminating racism  
empowering women**

# ywca

**Metropolitan Phoenix**

**December 2023**

**YWCA Center Newsletter**

**Volume 37, Issue 6**

**eliminating racism  
empowering women**

**ywca**

**Metropolitan Phoenix**

**UNTIL  
THE world SEES  
WOMEN &  
PEOPLE of COLOR  
the way WE DO**

**EQUAL  
POWERFUL  
unstoppable**

**ywcaAZ.org @ywcaAZ**

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**ywca**

**Metropolitan Phoenix**

# FREE HAIRCUTS FOR OLDER ADULTS

see [ywcaaz.org/calendar](https://www.ywcaaz.org/calendar) for details

**YWCA Metropolitan Phoenix | 623.931.7436 | [www.ywcaaz.org](https://www.ywcaaz.org) | [www.facebook.com/ywcaaz](https://www.facebook.com/ywcaaz)**



# 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.

# DECEMBER PUZZLE



December  
Christmas  
Winter  
Cold  
Celebrate

Holidays  
Santa  
Greeting  
Party  
Pearl Harbor

Solstice  
Religion  
Decorate  
Food  
Relatives