



Welcome to Meals on Wheels!

Enclosed you will find all the information you need to become a Meals on Wheels client. Please review the information; if you have any questions feel free to call the office at 317-252-5558.

Meals on Wheels office hours are Monday through Thursday from 9 am – 4 pm and Friday from 9 am – 3 pm.

We look forward to serving you!

Warm regards,

Margaret Lukes and John Francis
Your Client Services Team



MEALS ON WHEELS OF CENTRAL INDIANA

MEALSONWHEELSINDY.ORG | INFO@MEALSONWHEELSINDY.ORG
P.O. Box 40969 INDIANAPOLIS, IN 46240 | P: 317.252.5558 F: 317.252.5559

CLIENT APPLICATION

Please complete all pages of this form and return to the Meals on Wheels office in the enclosed envelope with a check or money order for \$70 to cover application costs and the first two weeks on the program.

CLIENT INFORMATION

NAME _____
(Last) (First) (Middle Initial)

GENDER _____

RACE (PLEASE CIRCLE)

American Indian or Alaska Native
White or Caucasian
Black or African American
Asian

Hispanic or Latino
Native Hawaiian or other Pacific Islander
Other _____
Refuse to answer

ADDRESS _____
(Number & Street) (Apt. /Lot Number)

APT. COMPLEX OR SUBDIVISION NAME (IF APPLICABLE) _____

CITY _____ ST _____ ZIP _____

DATE OF BIRTH _____ PHONE _____

PETS? (Please circle) **YES** **NO**

If yes, please describe _____

MEDICAL INFORMATION

Please circle all conditions that apply:

Alzheimer's
Amputee
Arthritis
Asthma
Autoimmune diseases
Bed-ridden
Blindness
Cancer
Type: _____

Cataracts
Deafness
Dementia
Depression
Diabetes
Dialysis
Emphysema
Hard of hearing
Heart disease

Hepatitis
High blood pressure
HIV
Lung disease
Multiple Sclerosis
Muscular Dystrophy
Paralysis
Parkinson's
Pre-Diabetes

Seizures
Sleep apnea
Stroke
Substance abuse
Vision problem

Other: _____

Please circle any aids currently used:

Cane
Oxygen

Glasses/Contacts
Hearing Aid

Wheelchair
Walker

Pacemaker
TTY Phone

Other: _____

ADDITIONAL INFORMATION

Do you use a home health service? (Please Circle) **YES** **NO**

If yes, what is the name of the agency used? _____

PHYSICIAN INFORMATION

NAME _____

(Last)

(First)

(Middle Initial)

ADDRESS _____

CITY _____ STATE _____ ZIP _____

PHONE _____ EXT. _____ FAX NUMBER _____

PATIENT# (IF APPLICABLE) _____ CLINIC NAME (IF APPLICABLE) _____

PRACTICING HOSPITAL _____

EMERGENCY CONTACT

NAME _____

(Last)

(First)

(Middle Initial)

ADDRESS _____

CITY _____ STATE _____ ZIP _____

HOME PHONE () _____ WORK PHONE () _____

CELL PHONE () _____ EMAIL ADDRESS _____

RELATIONSHIP TO CLIENT _____

DOES THIS PERSON HAVE A KEY TO THE CLIENT'S HOME OR APARTMENT? (PLEASE CIRCLE) Y or N

STATEMENT OF UNDERSTANDING



I understand that Meals on Wheels will release my diet order and relevant information, in accordance with strict HIPAA regulations, to healthcare facilities in order to provide meal services. I also understand that Meals on Wheels will not improperly disclose or allow unauthorized access to confidential information.



I understand that, for the safety of our volunteers, all pets MUST be confined away from the door my volunteer uses to deliver meals between 11AM and 2PM. If I do not restrain my pet, my meal service may be discontinued without further notice.



I understand there is a fee for Meals on Wheels and I am responsible for payment for the meal service. I realize that if my account is not kept current, Meals on Wheels may, upon notification, discontinue my meal service.

PERSON COMPLETING APPLICATION (SIGNATURE) _____

DATE _____ RELATIONSHIP TO CLIENT (IF OTHER THAN CLIENT) _____

BILLING ADDRESS (IF OTHER THAN EMERGENCY CONTACT OR SELF)

NAME _____

(Last)

(First)

(Middle Initial)

ADDRESS _____

CITY _____ STATE _____ ZIP _____

FREQUENTLY ASKED QUESTIONS

What will I receive? Two meals – a hot lunch and a deli dinner – each weekday, along with a friendly visit from a Meals on Wheels volunteer.

What are other benefits? Meals on Wheels helps people maintain their independence and remain in the comfort of their own homes.

Who is eligible? EVERYONE. There is no age, income or disability requirement. Many clients depend upon the service long-term. Others need the service temporarily as they recover from a hospital stay or illness.

How do I sign up? Just call 317-252-5558. Your service will start in 2-3 business days after receiving your physician's diet order. There is no waiting list.

What about special diets? Meals on Wheels can accommodate a variety of special diets, such as low-sodium or sugar-free. In fact, about 70% of clients are on medically-tailored diets. Meals are prepared according to your doctor's written dietary prescription in local health care facilities under the supervision of registered dietitians.

DO I NEED A DIETARY PRESCRIPTION? Yes. Your physician must provide a diet prescription listing any dietary restrictions, even for a regular diet. **We must have this on file before your service can begin.**

What is the cost? \$6.50 per person a day. A one-time application fee of \$5 is due when you return your completed application. Payment of \$65 for your first two weeks of service is also due at that time, for a total of \$70. **Two weeks is the minimum length of service we offer.** Financial assistance is available to those who qualify. Call 317-252-5558 for more information.

What do meals include? The two meals we deliver provide two-thirds of your daily nutritional needs. A typical hot meal would include a meat entrée, potato, vegetable, salad, milk and dessert. A deli meal would likely include a sandwich, salad, fruit or juice, bread and butter. (Both meals are placed in disposable containers that cannot be heated in a microwave.)

When are meals delivered? Between 11 AM and 2 PM. We cannot guarantee delivery times, but please be assured that we are trying to get your meals to you as quickly as possible.

What if I need to take medication with food? To avoid medical emergencies, please do not wait until your meals arrive if you need to take medication on a timely basis. Eat a light snack and take your medication on schedule. Consult your physician about what snacks are appropriate for you.

What if I will not be home at delivery time? You must leave a cooler outside your door with a cold ice pack inside to receive your meals. If there is no cooler with ice pack available for our volunteers to leave your meals, the meals will not be left and you will be billed for those meals. Your emergency contact will also be notified that you did not answer the door.

What about weekends? Meals on Wheels offers a frozen food program that you may use for weekend or emergency meals. Five complete meals with varied ingredients are packaged in one case and delivered directly to your door. Meals can be heated using a microwave or traditional oven. To order, please call 317-252-5558.

How do I pay for meals? Please mail your personal check (**payable to Meals on Wheels**), money order or electronic benefit transfer card authorization (for food stamp recipients) to Meals on Wheels, OR contact the office for information on how to pay by credit/debit card.

When is payment due? Meals on Wheels sends a bill monthly. Payment is due on the 10th of each month. If we do not receive your payment by the end of the month, we will send a letter of inquiry. If we do not receive a response, your meal delivery will be canceled, although that is a situation we would hope to avoid.

What if I have a complaint? If you are dissatisfied with your meals, call us at 317-252-5558 that same day. We will make every effort to resolve the problem.

How do I cancel meal delivery? Please call us at 317-252-5558 between 9 AM and 3 PM. You must give 24 hours notice to avoid having to pay for that day's meals. **Please do not ask the volunteer to cancel meals.** Meals will not be automatically canceled after your first two weeks; **you must call to cancel.**

When was Meals on Wheels started? Meals on Wheels has been providing medically-tailored, home-delivered meals and personal contact for senior and disabled homebound people for over 46 years. Meals on Wheels has served more than seven million meals in the Indianapolis area.

How is Meals on Wheels funded? Meals on Wheels receives monetary support from local corporations, foundations, individuals and United Way of Central Indiana.

What can I do to help? Be courteous to the volunteers who deliver your meals. Remember, they are donating their time, using their cars and paying for their own gasoline to bring meals to your door.



P.O. Box 40969
Indianapolis, IN 46240-0969
Mealsonwheelsindy.org
info@mealsonwheelsindy.org
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FROZEN MEAL PROGRAM

Only \$24 for a 5-Meal Case

Each meal consists of a nutritionally balanced and appetizing entree, two vegetables, bread and margarine, and a dairy beverage.

Spa Cuisine Box 561

Oven Baked Chicken served with Green Beans with Red Pepper and Yellow Rice with Tomatoes & Chives

Italian Spaghetti with Tomato Sauce and Meatballs served with Italian Beans

Medallions of Turkey in Cran-Raspberry Sauce served with Zucchini and Yellow Corn and a Medley of Broccoli, Cauliflower & Red Beans

NY Steak Patty with Mushroom Gravy served with Garlic Mashed Potatoes, Zucchini, Yellow Squash & Green Bean Medley

Pollo Tropical Chicken Breast Patty in a Tropical Fruit Sauce, served with Succotash and Sweet Potatoes.

All American Box 562

Batter-Dipped Fish Nuggets served with Garlic Mashed Potatoes, Vegetables, and Apple Juice

Three Cheese Macaroni and Cheese served with Seasoned Carrot Cuts and Green Peas

Western-Style Omelet served with Potatoes O'Brien and Strawberry Applesauce

3 Bean Beef Chili Con Carne served with Brown Rice, and Sweet Yellow Corn.

Sliced Turkey and Gravy with Cornbread Dressing, served with Flat Beans and Butternut Squash.

Country Favorites 564

Pork Riblet in a Sweet and Tangy BBQ Sauce served with Old Fashioned Baked Beans with Tomato, Corn with Diced Peppers, and Fruit Cup

Beef Patty in Rich Brown Gravy served with Mashed Potatoes and Rutabaga with Red Peppers

Turkey with Country Pepper Gravy served with Mashed Potatoes, and Green Beans Almondine,

Macaroni and Beef Casserole served with Spinach, and California Blend Vegetables

Chicken Stew served with Green Peas and Pineapple Coconut Dessert

Texas Blue Plate 577

Pulled Pork with Mojo Sauce served with Black Beans, Peas and Carrots

Meatloaf with Sofrito Sauce served with Red Potatoes and Butternut Squash

Cheese Enchilada with Pulled Pork served with Black Beans and Whole Kernel Yellow Corn

Oven Baked Chicken served with Green Bean & Red Pepper Mix and Yellow Rice with Tomatoes & Chives

Southern-Style Pollock Fingers served with Steamed Carrots and Cheesy Country-Style Potatoes



For your convenience, Meals on Wheels now offers cases of Ensure to our clients at a reduced rate.

\$21/Case:

Case of 24	Ensure 8 oz. can	Butter Pecan
Case of 24	Ensure 8 oz. can	Chocolate
Case of 24	Ensure 8 oz. can	Strawberry
Case of 24	Ensure 8 oz. can	Vanilla

\$24/Case:

Case of 24	Ensure Plus 8 oz. can	Butter Pecan
Case of 24	Ensure Plus 8 oz. can	Chocolate
Case of 24	Ensure Plus 8 oz. can	Strawberry
Case of 24	Ensure Plus 8 oz. can	Vanilla

\$36/Case:

Case of 24	Glucerna Shake 8 oz. can	Butter Pecan
Case of 24	Glucerna Shake 8 oz. can	Chocolate
Case of 24	Glucerna Shake 8 oz. can	Strawberry
Case of 24	Glucerna Shake 8 oz. can	Vanilla



MEALS ON WHEELS' HOLIDAYS 2018

Meals on Wheels will NOT deliver meals on these holidays in the year 2018:

Monday, January 1

New Year's Day

Monday, May 28

Memorial Day

Wednesday, July 4

Independence Day

Monday, September 3

Labor Day

Thursday, November 22

Thanksgiving Day

Tuesday, December 25

Christmas Day