



MEALS ON WHEELS OF CENTRAL INDIANA

MEALSONWHEELSINDY.ORG | INFO@MEALSONWHEELSINDY.ORG
708 E. MICHIGAN STREET INDIANAPOLIS, IN 46202 | 317.252.5558

FREQUENTLY ASKED QUESTIONS

WHAT WOULD I RECEIVE?

Two meals – a hot lunch and a deli dinner – each **Monday through Friday**, 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?

Anyone. 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. (We will ask for your full name, birthdate, telephone number, address, doctor's name and phone number and an emergency contact's name, address, phone number and relationship.)

WHAT ABOUT SPECIAL DIETS?

Meals on Wheels can accommodate a variety of special diets, such as low-sodium or diabetic. In fact, about 75 percent of clients are on special 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. Financial assistance is available to those who qualify. Call (317) 252-5558 for more information. 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. **Two weeks is the minimum length of service we are able to offer.**

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, a starch, vegetable, milk and dessert. A cold meal would likely include a sandwich, salad, fruit or juice. (Both meals are placed in disposable containers that cannot be heated in a microwave.)

WHEN ARE MEALS DELIVERED?

Between 11 a.m. and 2 p.m. 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 MEDICATION WITH MY 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?

Please leave a clean cooler with a cold ice pack inside, right outside your front door with a note instructing Meals on Wheels to leave your meals in the cooler. Make sure all messages left are current. If no note is left, meals will be returned to the facility. 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 or debit card.

WHEN IS PAYMENT DUE?

Meals on Wheels sends bills 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.

DO YOU KEEP MY INFORMATION CONFIDENTIAL?

The volunteers and employees of Meals on Wheels of Central Indiana must abide by strict standards of confidentiality. They are expected to behave in ethical, diplomatic and discreet ways regarding the sharing of information within Meals on Wheels of Central Indiana. All information about you and your family is considered confidential.

In order to effectively perform their duties, volunteers and employees must have access to confidential client information, but that information may not be shared with others.

If special circumstances arise where we'd like to use your likeness in media opportunities, we will ask for your written consent and will take proper steps to protect your identity.

If you have any questions or concerns about confidentiality in a particular situation, it is important to discuss with the Executive Director of Meals on Wheels of Central Indiana.

WHAT IF I HAVE A COMPLAINT?

If you have a concern regarding your meals, call us at (317) 252-5558 that same day. We will make every effort to resolve the problem.

HOW DO I CANCEL MY DELIVERY?

Please call us at (317) 252-5558 between 9 a.m. and 3 p.m. Give us 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 nutritious, home-delivered meals and personal contact for homebound people for more than 40 years. Meals on Wheels has served more than 7 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.

CALL MEALS ON WHEELS AT 317.252.5558 FOR MORE INFORMATION