



Office Phone: 317.745.3469; Office Hours 8am – 1pm

DURING THE COVID-19 PANDEMIC, the following procedure will be followed until further notice...

No Contact Policy

All clients are required to leave a cooler out near their door with a frozen ice pack inside. All meals will be placed inside the cooler. The volunteer will knock or ring the doorbell prior to leaving to alert the client that the meal has been delivered. **if you need a cooler or ice pack, we have coolers and ice packs we are happy to loan you while receiving meals – Please inquire if needed!

If you are outside and want to approach our volunteers while they are delivering your meals, Please remember to stay **SIX feet apart.**

1. **Who prepares the meals?** Meals are prepared by Hendricks Regional Health in Danville. The menus are created and overseen by the Nutrition and Dietetics staff at HRH. All meals are automatically prepared Low Sodium and Heart Healthy. The menu will rotate every 7 weeks.
2. **What time is meal delivery?** Meals are picked up at HRH in Danville around 11am. Meals are delivered anytime between 11:15am – 1:00pm. We cannot guarantee delivery times, but please be assured that we are trying to get your meals to you as quickly as possible.
3. **Who delivers the meals?** Meals are delivered by volunteers. All our volunteers have passed a background check. Please remember, they are donating their time, using their own vehicle and paying for their own gas to bring meals to your door.
4. **Do you deliver on holidays?** Meals are not delivered on major holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve, Christmas Day and New Year's Eve.
5. **Do you deliver on the weekend?** No.
6. **Do you deliver more than once a day?** No. All clients receive a hot meal. If you opt for two meals; the second meal, which is a cold deli type sandwich with a side will be delivered at the same time as the hot meal.
7. **Do you deliver breakfast?** No.

8. **Is there a menu to pick from?** No. Due to preparing 100 meals a day, it would be difficult to tailor each meal to the specific client's likes and dislikes. All our clients receive the same meal unless there is a dietary restriction. All clients must submit a diet order from their Physician along with their completed application.
9. **What if I don't like something?** No substitutions are allowed unless there is a dietary restriction, an allergy or religious belief. This may be an opportunity to enjoy something new!
10. **Can special diets be accommodated?** Yes. We can provide Diabetic, Gluten Free, Mechanical (Pureed) and Ground Meat if necessary. If your diet changes for any reason, we must have a new diet order faxed to us at 317.718.2975.
11. **How do I pay?** If you are a self-pay client; all invoices will be mailed by the 7th of the following month of meal delivery. (i.e. for May meals, invoices will be mailed by the 7th of June – then due by June 30th).
12. **What forms of payment do you accept?** Check, ACH, Debit or Credit cards. ****We prefer check or ACH. We do not incur any additional fees for ACH transactions.** If you would like to set up an auto payment, please contact the MOW office at 317.745.3469. An ACH payment is payment directly from your personal checking/savings account; the information required for this type of payment is found at the bottom of your check; Routing number and Account number. We can help you determine this information over the phone.
13. **What if I have a complaint?** If you are dissatisfied with your meals, please call us at 317.745.3469 that same day. We will make every effort to resolve the problem.
14. **How do I cancel meal delivery?** Please call us at 317.745.3469. You must give us 24 hours notice to avoid having to pay for that day's meals. Please do not ask the volunteer to cancel meals.
15. **What are the benefits of receiving Meals on Wheels?** Meals on Wheels helps people maintain their independence and remain in the comfort of their own homes.
16. **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 with your physician about what snacks are appropriate for you.
17. **Pets:** We ask that all pets be restrained during meal delivery. We do not want any unexpected escapes.
18. **Emergency Situations:** If a volunteer finds a MOW client in distress or in need of help, it is our policy that we call 911. Then attempt to reach your emergency contact. The volunteer is not allowed to move or pick up the client. The volunteer can choose to, but is not required, to stay with the client until emergency response arrives.

19. **Infection Control:** MOW volunteers should not be assisting clients with personal hygiene needs or other things not related to meal delivery or meal preparation. The health and safety for both our clients and volunteers is very important to us.
20. **Can I temporarily suspend meal delivery?** Yes. Please give us at least 24 hours notice.
21. **What is included in the meal?** The hot meal is delivered in a 3 compartment tray that includes a protein, starch and vegetable. In addition, you will receive a paper sack that contains fruit and/or salad, or dessert, a slice of bread, a pat of butter and a carton of milk/juice. The cold deli sandwich includes a cold protein sandwich and/or cottage cheese as the protein, a side item and a carton of milk/juice.
22. **Does the same volunteer deliver every day?** No. We have over 100 volunteers that deliver for us. Many of our volunteers deliver the same route/schedule each month. However, not necessarily every day.
23. **Do I need to receive meals five days a week?** No. You can receive meals anywhere between 2-5 days a week. We just ask that the schedule be consistent each week: i.e. M, W, F or Tu/Th or any other combination.
24. **Can I just request the cold deli sandwich meal?** No. The cold deli sandwich meal is only an add on to the hot meal.
25. **What should I do if I do not receive my meal by a certain time?** You should receive your meal(s) by 1pm. If not, please call the office. 317.745.3469
26. **Can my monthly invoice be mailed to a family member?** Yes. Please provide us with that address and we will be happy to mail your monthly invoice to an alternate address.
27. **Do you deliver in inclement weather?** Yes. However, we do follow the school closing schedule. If the school systems close, there is no meal delivery. Clients are always called to advise of no meal delivery.