



P.O. BOX 40969 INDIANAPOLIS, IN 46240
P: 833.620.0332
E: MEALS@MEALSONWHEELSINDY.ORG
MEALSONWHEELSINDY.ORG

YOUR DELIVERIES – ADAPTING WITH CORONAVIRUS

Meals on Wheels is taking aggressive measures to ensure your health and safety. We are fully committed to maintaining a continuity of service in delivering your meals while reducing your exposure to outside influences. Please read below the changes we are implementing to our delivery methods. These changes will be in effect until further notice.

You have the opportunity to **receive a weekly supply of frozen medically-tailored meals via UPS instead of your normal delivery driver.** Your client coordinator will contact you to discuss your options.

When in-person deliveries are necessary, our **volunteers will hang your meals on your doorknob in a new single-use plastic bag, ring the doorbell and knock to let you know your meals have been delivered.** If you must have in-home delivery, your volunteer will keep the appropriate distance as suggested by the CDC.

You have the option of receiving a **box of non-perishable, shelf-stable food** to ensure you can maintain your required caloric intake in the rare case of a total delivery disruption.

Delivery drivers will sanitize their hands and wear a new pair of protective gloves when making each delivery. **Please note:** Drivers wearing gloves is used as a precautionary measure and should not be considered reason for alarm.

We will hold daily meetings with our leadership team, follow any updated federal/state health department and government regulations, and adapt our operations accordingly.

TEMPORARY CHANGES TO OUR HOURS

During this time, we have decided to temporarily alter our hours of operation to better service our clients. **Our office will be open Monday thru Saturday from 9:00 AM to 4:00 PM.** If you have any questions regarding these changes, please call our office at 317.252.5558. *Thank you!*

(OVER)

SPRING CLEANING OF COOLERS

For those clients who use coolers to receive meals, spring is a great time to remind you to clean them out for the warm weather months ahead. Remember coolers must be clean, free of debris and have lids on them in order for our volunteers to leave meals in them.

HOLIDAY CLOSING

The Meals on Wheels office will be **closed on Monday, May 25, 2020 in observance of Memorial Day.** There will be no regular meal service on that day. Regularly scheduled deliveries will resume on Tuesday, May 26, 2020.

ENSURE

For your convenience, Meals on Wheels offers cases of Ensure delivered to our clients at a reduced rate. Ensure can benefit patients who are at nutritional risk. We are offering three types:

Ensure (\$21/case)
Ensure Plus (\$24/case)
Glucerna Shakes (\$36/case).

The flavors we have are: Strawberry, Vanilla, Chocolate and Butter Pecan.

Call Meals on Wheels at 317.252.5558 with questions about the Ensure Program or to place an order.

EMERGENCY CONTACT

It is important that we keep our clients' emergency contact information up-to-date. This emergency contact person needs to be available between 9 AM and 5 PM weekdays.

If there has been a change in your emergency contact's phone number, please call the Meals on Wheels office at 317.252.5558 to update your records.

Thank you!