

Meals on Wheels Q&A

Q: Who is eligible?

A: Any senior or individual who is physically or mentally unable to cook for themselves is eligible for Meals on Wheels.

Q: What will I receive?

A: You will receive a hot, ready-to-eat meal, along with a friendly visit from a Meals on Wheels volunteer. Meals generally include meat and potato or casserole, vegetable, salad, dessert, bread and milk.

Q: How will I know the menu?

A: The menu calendars will be mailed monthly and available online at columbushosp.org.

Q: Who delivers the meals?

A: Meals are delivered by dedicated church and community volunteers.

Q: When are meals delivered?

A: You can expect your meal to be delivered between 10:45 a.m. and 1 p.m., Monday through Friday. We cannot promise specific delivery times, but rest assured, we are doing our best to get your meals to you promptly.

Q: Are meals delivered on holidays?

A: Meals will not be delivered on the following holidays:
New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Day after Thanksgiving
Christmas Day

Q: Will bad weather impact my meal delivery?

A: We do our best to plan for bad weather. You may receive a cold meal ahead of an impending storm. Please call 402-562-3382 if you have any questions about weather-affected delivery.

Q: What if I will not be home at delivery time?

A: If you will not be home during delivery, you must call 402-562-3382 to cancel no later than 2 p.m. the business day before. You can leave a message any time of the day, seven days a week.

Q: Can I suspend service for a couple of days without being canceled from the program?

A: Yes. We understand that in certain circumstances, you may need to cancel your meals for a short time (i.e., family visiting, hospital stay). In this case, please call 402-562-3382 as soon as possible.

Q: How do I permanently cancel meal delivery?

A: If for any reason you need to cancel your subscription for Meals on Wheels, please call us at 402-562-3382.

Q: What is the price?

A: Please call 402-562-3382 for the current meal price.

Q: How do I pay for meals?

A:

- With a check, payable to: CCH - Meals on Wheels.
- With a credit or debit card by calling 402-562-3382.

Q: Where do I send my payment?

A: Payments may be mailed to:
Columbus Community Hospital
Attn: Meals on Wheels
PO Box 1800
Columbus, NE 68602-1800

Q: When is payment due?

A: We send invoices by the 10th of each month for meals received in the previous month. For example, in February, you will receive an invoice for meals delivered in January. Payment is due by the end of the month.

Q: Is financial assistance available?

A: For those who qualify, financial assistance may be available through Northeast Nebraska Area Agency on Aging at 402-370-3454, or Nebraska's Department of Health and Human Services at 402-584-1113.

To start meal delivery or request more information, please call 402-562-3382 or email mealsonwheels@columbushosp.org.