

SURVEY QUESTIONS ANSWERED by CHAMPY



Thank you so much for responding to our survey. Your comments allow us the opportunity to address concerns and improve our program.

**1. Why does Hy-Vee cut some meat portions in half?**

*It depends on how much the meat weighs. The slice of meat loaf weighs 8 ounces so it is cut in half to more align with the 3 ounces which is required for our program.*

**2. Can someone else get my meals for me when I'm sick?**

*Yes, with your card.*

**3. Can vegetables and fruits be interchanged?**

*Vegetables and fruits provide different nutrients so we strongly suggest you choose from both fruits and vegetables.*

**4. Can we get cold salads at the hot food kitchen?**

*CHAMPSS approved vegetable options also include cold vegetable salads (located in the hot food kitchen).*

**5. We have been looking for a place to socialize with friends and enjoy various activities?**

*Enjoy lunch at a senior center near you, make new friends and participate in the activities. (see coupon on front of this newsletter).*

**6. Any progress on the idea of having temporary home delivery for those just out of the hospital?**

*Our new Home Plate meal program offers patients 60+ (homebound, and discharging to a home in Johnson County from a hospital or rehabilitation setting), a short-term meal option to assist in their recuperation. Call 913-715-8810.*

**7. How do I know how many meals I have left on my card?**

*At the Mission store, you should receive a receipt. At the other locations, when you sign your name on the iPod touch, it will indicate on the screen "credits remaining". We can also have that information emailed or texted to you. If you're interested in that option, please contact us at 913-715-8894.*

**8. Sometimes at Hy-Vee my food isn't hot or it looks dried out. What should I do?**

*Talk to a store manager about your concerns.*

**9. What is the purpose of the CHAMPSS program?**

*It's a dining program that we developed so seniors (60+) can enjoy healthy meals at their convenience, 7 days per week.*

**10. Can my son add meals to my card for me as a gift?**

*Of course he can! Ask him to call our office and we will assist him.*

**11. I sent a check to order more meals but the meals never appeared on my card. What happened?**

*When this happens it's because we didn't receive an order form with your donation. Without that form, we won't be able to add the meals to your card.*

**12. Will the Shawnee Hy-Vee and the new Olathe Hy-Vee be joining the CHAMPSS program?**

*Not at this time.*

**13. On the CHAMPSS program, can we get soup, sandwiches and salads?**

*We offer a DiLusso salad meal AND a soup & sandwich meal at the 3 larger stores.*

**14. Are Vegetarian & Gluten Free meals offered on the CHAMPSS program?**

*Vegetarian options include: Select Chinese Vegetarian Options, Vegetarian/Cheese Pizza and Vegetarian Omelet during Breakfast hours 8:00-11:00 am.*

*Gluten Free – Per Hy-Vee Dietitian, the stores are not equipped with a second kitchen to provide this option.*

**15. If we have comments, do we have to wait for the annual survey?**

*No, you don't have to wait for our annual survey if you have feedback regarding the CHAMPSS program. You are always welcome to email us at [HSA-CHAMPSS@jocogov.org](mailto:HSA-CHAMPSS@jocogov.org) or call us.*

**The AREA AGENCY on AGING** – Information and Referral - can assist and refer seniors for the following services:

1. Legal services
2. Finding doctors who take Medicare
3. Assistance with food stamps
4. Assistance with chores, i.e. snow and leaf removal, lawn mowing.
5. Assistance with dental needs.
6. Transportation assistance

These and many more questions can be answered and referrals made when you call Information and Referral at 913-715-8861. Please leave your name and telephone number and they will return your call.