

Slide 1



Thank you for participating in the Meals on Wheels Volunteer Training.

This required virtual training will include an overview of Meals on Wheels and protocols to safely deliver meals to our seniors.

Slide 2



Meals on Wheels primarily serves 60 years and older homebound and disabled senior adults.

We strive to serve with utmost respect and dignity knowing that each person desires to live at home as long as possible. It is our privilege to honor and serve those that have once cared for us.

Slide 3



We protect the identity and confidentiality of information including photographs unless authorized for release.

We ensure safety and care throughout all programs and services delivered.

We make certain everyone interacting with our clients understand the importance of hygiene, well-being, and safety for all.

We pledge meals are delivered within a specific time frame ensuring a safe food temperature.

Slide 4

WELCOME

Christine Hockin-Boyd
Executive Director

christine@mowcnct.org
888.8MY.MEAL
817.240.7093

Hello. I'm Christine Hockin-Boyd, Executive Director for Meals on Wheels North Central Texas.

Our staff plan carefully in providing nutritious meals for our senior adults. Each department plays a significant role ensuring quality service.

Our meals are diabetic friendly and heart healthy. Additional meal options include vegetarian, renal, and puree.

Slide 5

SERVICE AREA

Johnson	734
Ellis	952
Navarro	1,086
Total	2,772

Meals on Wheels service area covers 2,772 square miles.

Slide 6

VOLUNTEER SERVICES TEAM

Natasha McCord
Volunteer Services Director

Kathy Wood
Volunteer Coordinator

888.8MY.MEAL firstname@mowcnct.org www.mowcnct.org

Meet the Volunteer Services Team. They oversee the recruitment, training, and engagement of all volunteer opportunities.

Meals on Wheels utilizes more than 100 volunteers per day. Do we need more volunteers? Yes!

If you know of someone please put them in touch with a team member.

Slide 10

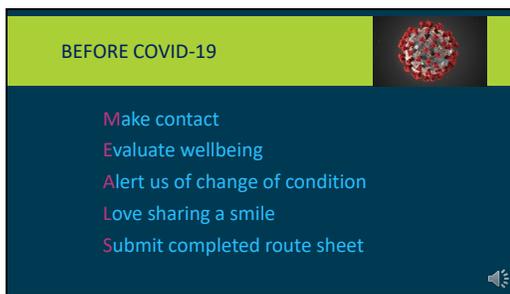


We are committed to protect and serve our senior adults. They depend on it. Their family members depend on it. Therefore, thank you for your commitment to:

- **Serve** the elderly in our communities to care for those who once cared for us.
- **Protect** their health by practicing physical distancing including **not** entering the home.
- **Encourage** the senior with a smile and thoughtful words.
- Provide **comfort** for family members that won't see you delivering the meal but can be confident that you will honor the "No Physical Contact" protocol.

Our seniors lives depend on it.

Slide 11



What hasn't changed is the intentionality in which we serve. But the way we deliver meals has changed.

Slide 12



Make contact will look differently until the health pandemic has completely subsided.

You will continue the same protocol as Meals on Wheels staff by practicing "**No Physical Contact.**"

Everyone will be required to:

- Wear a facial cloth covering while approaching a client's home.
- Use hand sanitizer before retrieving a hot meal or frozen meal box.

Disposable face masks and hand sanitizer will be provided as needed.

Slide 13

DURING COVID-19



Make "No Physical" Contact

- Record time of first delivery 
- Hang bag on door knob OR place on porch/chair
- Knock, ring bell & step back 6 feet



At the first stop make sure to record the "Time of first meal delivered" on the route sheet.

When delivering a meal:

- Hang the plastic bag containing the hot meal and side items on the door knob, OR place frozen meal box on front porch or chair.
- Knock or ring the door bell and step back six feet to honor physical distancing.

Slide 14

DURING COVID-19



Make "No Physical" Contact



- Wait for client to retrieve
- Look for special instructions
- Check "Delivered" for meal successfully received

- Wait for client to retrieve food and go back into their home. Making contact by sight is a necessity to ensure the client received their meal.

The client is responsible for picking up their frozen box or hot meal to bring inside. Otherwise, they have been advised to make other arrangements if unable to lift these items to keep anyone from entering the home.

Review route sheet for special notes indicating alternate instructions for individuals unable to retrieve food items. For these individuals you will be instructed to knock, open the door without entering the home, and placing food items on the chair or table immediately inside the front door.

Remember, no one is permitted to enter the home. Our clients are aware of the "No Physical Contact" and have practiced this delivery method for several months. Family members appreciate everyone honoring this practice.

If the meal is successfully delivered and client receives, check the box "Delivered" on the route sheet.

Slide 15

DURING COVID-19



Make "No Physical" Contact



- No response? Knock, ring door bell, and telephone
- Mark Route Sheet
- Use hand sanitizer



If there is no response, again knock loudly, ring door bell, and telephone the client. Listen carefully for any cries for help.

If no one responds call or text the Meals on Wheels office at 888-8MY-MEAL and the Emergency Contact will be notified. The phone number is located in the top right hand corner of the route sheet. **Provide your name, route number, client name, and confirmation that you were unable to reach the client.**

Never leave a meal unattended. Meals can **only** be left with a client, family member, or caregiver. Neighbors and building management do not qualify to receive meals on someone's behalf. Return undelivered meals to appropriate container. Check the box "Not Delivered" on the route sheet.

Undelivered hot meals may be given to any of the upcoming stops on the route. Check the box "Xtra Meal" beside the client's name that received the meal on the route sheet. Frozen meal boxes may not be given away as extra meals to another client. Return the box to the pick-up location.

Return to your vehicle and use hand sanitizer before proceeding to the next home.

Slide 16

DURING COVID-19



Make "No Physical" Contact



- Continue to next stop and repeat delivery steps
- Use hand sanitizer



Continue to the next stop and repeat delivery steps beginning with usage of hand sanitizer before retrieving hot meal or frozen meal box.

Slide 17

DURING COVID-19



Evaluate wellbeing

- Comfortable
- Physically Safe
- Coherent
- Home Secured
- Happy



Evaluating the wellbeing of the senior adult is critical. Use your eyes and ears to ascertain if there is any concern to report. For example: is the person bleeding, incoherent, appearance unkempt, or agitated.

Engage in casual conversation to ensure all is well and to determine the emotional wellbeing.

If a client is found hurt or fallen please do not attempt to move them as you may further injure the client.

Immediately call 9-1-1 and then the Meals on Wheels office. Wait for emergency personnel to arrive.

Slide 18

DURING COVID-19



Alert us of change of condition

Nothing is too insignificant to report.



Report anything out of the ordinary to the Meals on Wheels office.

Urgent items should be telephoned immediately. Other items should be recorded on the route sheet for client services team members to review.

Slide 19

DURING COVID-19



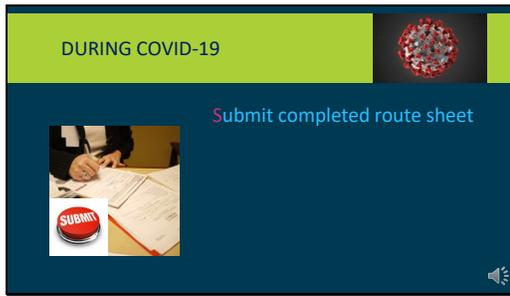
Love sharing a smile

Bring joy to help brighten someone's life.



Most importantly, leave a positive impression indicating your care and concern. Your smile, a wave, and thoughtful words may be the only kindness extended to someone today.

Slide 20



At your last stop make sure to record the “Time of last meal delivered” located on the last page of the route sheet.

Once you have completed

- All of your stops
- Entered the start and stop delivery times, and
- Signed your name on the signature line on back of the route sheet can you return to the pick-up location.

Return containers and leave route sheet in the Hot Container.

Slide 21



Finally, a few last items we need your help with:

- If you find yourself unable to fulfill a route delivery please give a **minimum 24-hour notice**. The sooner we know, the better we can plan to ensure a smooth delivery day for everyone.
- COVID-19 has greatly impacted our charitable contributions. Staff are operating on a **conservative budget** to preserve resources. Last minute cancellations will result in no meal delivery service for that particular route as delivery trucks have already left for the day. Again, the sooner we know, the better we can plan.

Thank you for your help to ensure successful daily deliveries.

Slide 22



On behalf of the seniors we serve, thank you for being their **HERO**.

On behalf of the Meals on Wheels staff, thank you for your **partnership and support**.

Welcome to the Meals on Wheels Volunteer Family!