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Thank you for participating in the Meals on Wheels Volunteer COVID-19 Training. This required virtual training will include an overview of new protocols to safely return in delivering meals to our seniors.

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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.

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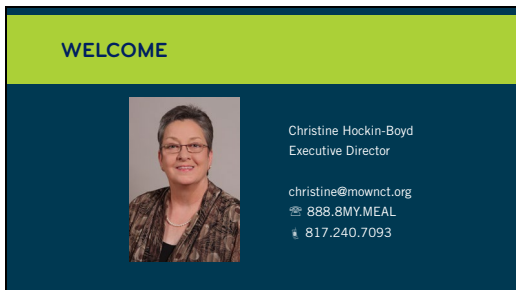
We protect the identity and confidentiality of information including photographs unless authorized for release.

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.

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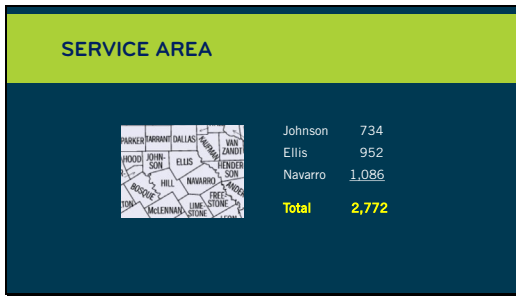


Hello. I'm Christine Hockin-Boyd, Executive Director for Meals on Wheels North Central Texas.

Our staff have planned carefully for what our new meal delivery service will look like. It includes the careful consideration of volunteers returning with safety and comfort to protect both volunteer and the senior adults we serve.

Since the coronavirus began we have added more than 165 new clients with more being added each day. This alone meant delivery routes would be reconfigured throughout Johnson, Ellis, and Navarro counties.

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Reopening Meals on Wheels across 2,772 square miles will unfold community by community. Once new delivery routes have been established, volunteers in place, and trained in new safety protocols can we open safely.

The process will take weeks, if not months, before we are fully operational. Thank you in advance for your flexibility and patience.

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Johnson County: Natasha McCord  
Ellis County: Gladys Burns  
Navarro County: Kathy Wood

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

Volunteer Coordinators have been diligent to prepare for your return. They have worked hard and are eager to have you back. Your support in providing necessary documents to update records and other information is vital.

We need more than 100 volunteers per day to become fully operational. That is why we will reopen one community at a time to ensure the team of volunteers are committed and ready to begin serving.

Do we need more volunteers? Yes!

There are volunteers that are unable to return due to health concerns, job change, and no longer interested in serving. We need to fill many openings.

If you know of someone please put them in touch with your respective volunteer coordinator. The quicker we can recruit and train volunteers the sooner all of our communities can reopen.

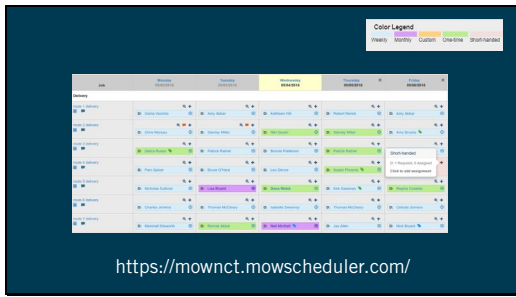
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<https://mownc.mowscheduler.com/>

To improve efficiency and implement new communication methods we're excited to introduce MOW Scheduler, a cloud based system.

Make note of the personalized web page for Meals on Wheels. For those that want to manage their personal volunteer record we encourage you to create an account. Again, it's optional.

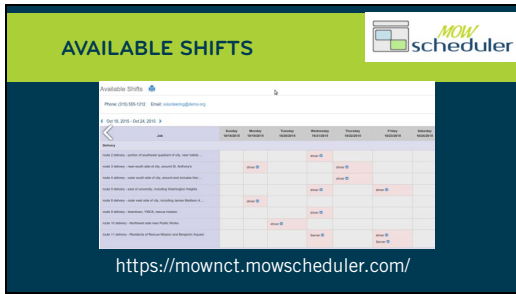
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MOW Scheduler helps volunteer coordinators to:

- Manage day-to-day operations and serve as backup for each other
- Provides a "big picture" overview of all volunteer activities throughout our service area
- Automatically send reminders of upcoming shifts to volunteers by email or text.

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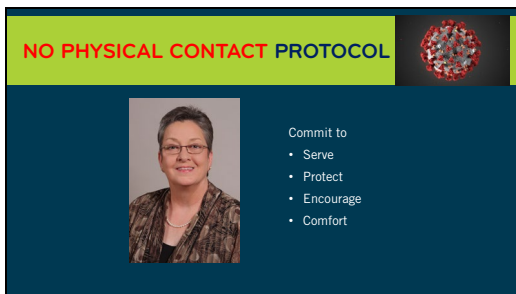


As a volunteer you'll be able to:

- Get a birds eye view of future shifts, or grab an open route that needs to be filled
- Update your volunteer record with new contact information

Make note of the personalized web page for Meals on Wheels to register your personal account.

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As mentioned previously, reopening Meals on Wheels will entail opening one community at a time. We are committed to protect our senior adults. They depend on it. Their family members depend on it. And, with your help, we will continue to do so.


Returning to volunteer service will include honoring the "No Physical Contact" protocol.

- Return and **serve** the elderly in our communities to care for those who once cared for us.
- **Protect** their health by practicing social 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.

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**BEFORE COVID-19**




- Make contact
- Evaluate wellbeing
- Alert us of change of condition
- Love sharing a smile
- Submit completed route sheet


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

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**DURING COVID-19**



**Make "No Physical" Contact**



- Wear facial cloth covering



- Use hand sanitizer

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.


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**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."

**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 social distancing.

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**DURING COVID-19**



**Make "No Physical" Contact**



Eye-Contact



Important Message

- 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.

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**DURING COVID-19**



**Make "No Physical" Contact**



Stop  
Look  
Listen



**Stop  
Look  
Listen**

- 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.

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**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.

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**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.

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**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.

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**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.

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**DURING COVID-19**



Submit completed route sheet

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.

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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.

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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**.