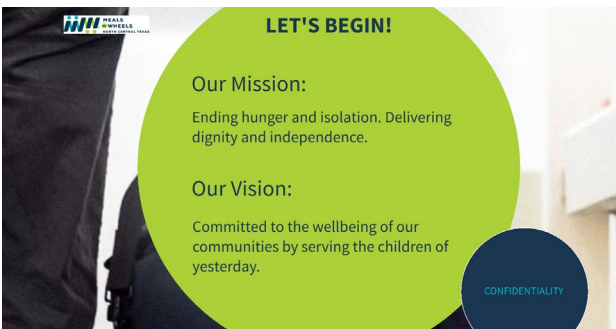




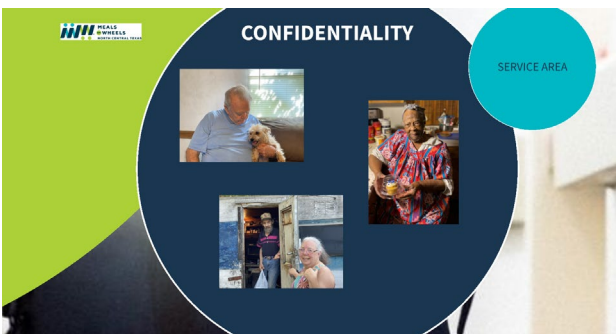
Thank you for participating in the Meals on Wheels Volunteer Training.

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



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.

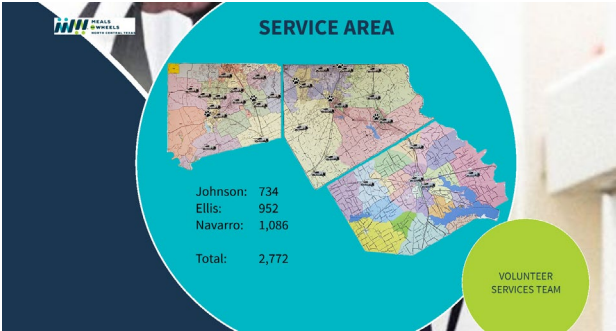


We protect the identity and confidentiality of information.

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.

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



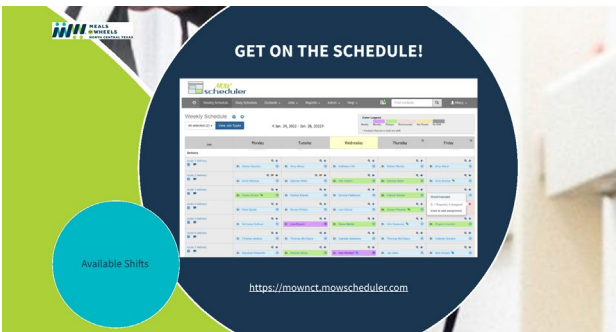
Meals on Wheels service area covers 2,772 square miles.



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

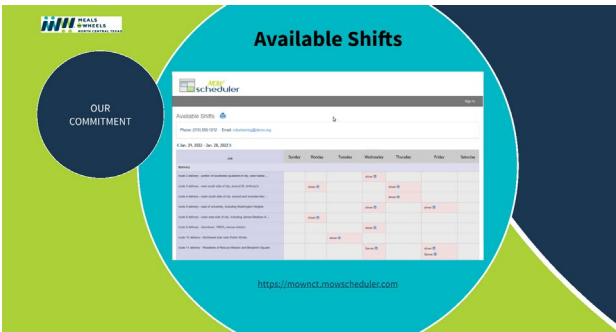
Meals on Wheels utilizes more than 100 volunteers per day. Do we need more volunteers? Yes!

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



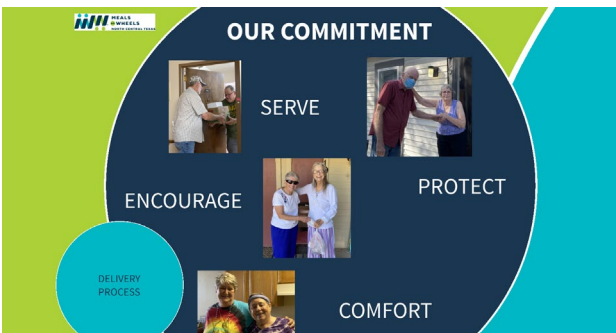
To improve efficiency and communication methods Meals on Wheels uses MOW Scheduler, a cloud based system.

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.



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.



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 wearing a mask if not fully vaccinated.
- **Encourage** the senior with a smile and thoughtful words.
- Provide **comfort** for family members that you are delivering more than just a meal, a friendly visit, and wellness check.



Delivery Process:

- Make Contact
- Evaluate Wellbeing
- Alert of change in condition
- Love sharing a smile
- Submit completed route sheet



Review route sheet for driver instructions in bold text. For example: special delivery instructions or knock loudly.

Notice the three different color bags:

- White: regular
- Blue: B meal
- Green: Vegetarian

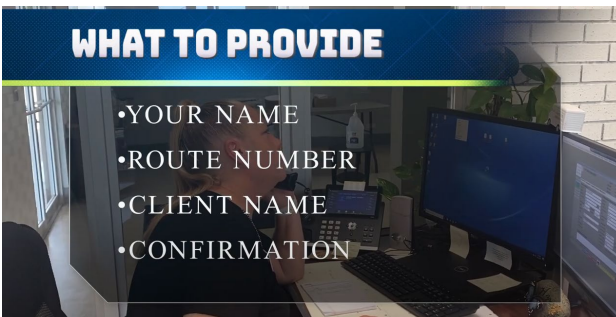
If the meal is successfully delivered and client receives, check the box "Delivered" on the route sheet.



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

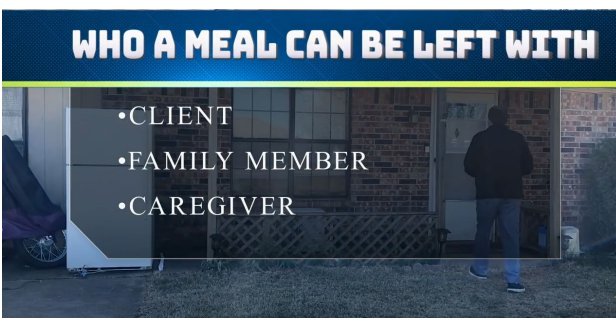
If no one responds call or text the Meals on Wheels office at 888-8MY-MEAL and the Emergency Contact will be notified. The phone number is located in the top right hand corner of the route sheet.

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.



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.

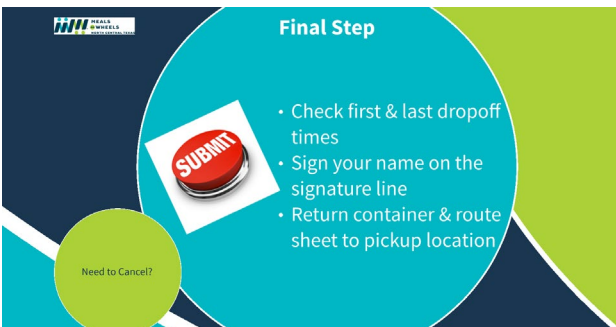
Immediately call 9-1-1 and then the Meals on Wheels office. Wait for emergency personnel to arrive.

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.



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.

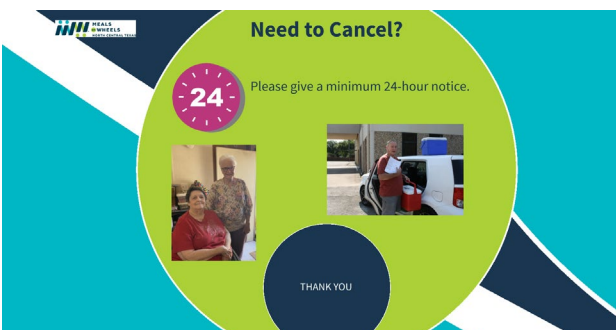


At your last stop make sure to record the “Time of last meal delivered” located on the last page of the route sheet.

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.



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.
- 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.
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!