



Guidelines for Meals on Wheels Delivery

Updated February 28, 2017

For 43 years, 365 days a year, volunteers like **YOU** have been delivering meals to Pullman's homebound. **Thank you for volunteering!**

Before Delivery

- If you are unfamiliar with the program or Pullman, please assist an experienced volunteer prior to your scheduled time, and drive the route yourself beforehand.

Meal Pick-Up

- **Meals are to be picked up between 11:15 a.m. to 11:30 a.m. at Bishop Place** (815 SE Klemgard Street). Pull into the right-hand parking lot at the main building, and park in the Delivery Zone. Enter through the steel door; the hot and cold meal holders should be waiting for you by the door to the kitchen.
- **Re-usable shopping bags** are available by the bulletin board. Please take one to carry the returned trays and bowls. ▶ Sign-in on the Volunteer Time Log.
- **Each route will have 3 things:** ▶ a clipboard with the Route/Client List; ▶ a cold-food carrier (milks, bread, salads, desserts); ▶ the hot meal-tray carrier.
- You may use one of the carts to take the carriers to your car. Please return the cart to the hallway before you leave.
- You may want to check the carriers and compare meals with your route list to ensure you have enough food to cover all clients for your route.

Delivery

- The Route/Client List on the clipboard lists each client for that delivery route. All clients receive a meal that day unless his/her name is crossed out.
- In the right-hand column cold food items are listed. **Please note these**, as some clients don't want milk or bread, or may need a special dessert or have an allergy.
- **Driving instructions** are included on the clipboard. These are designed to take you from one location to the next efficiently, with special instructions and/or a separate photo-direction page for hard to locate homes. A map of the City of Pullman is available on the bulletin board for your convenience.
- Hot food trays are stacked in the hot-food carrier. **Any special meals (i.e. for those with dietary restrictions) will be labeled with the recipient's name.** If no meals have identification, it means they are all the same.
- Cold foods generally include bread, milk, salad, and dessert. **Any items that need to go to a specific recipient will be labeled.**
- Clients are instructed to leave their doors unlocked so you can knock, enter and call out their name or announce "Meals on Wheels". Sometimes there are unique situations where the front door needs to remain locked; be sure to knock

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- ◆ Meals on Wheels
- ◆ Senior Chore Service
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loudly and give the client plenty of time to reach the door.

- Pick up hot-meal trays from the previous day to return to the kitchen. Do not put them in either of the food containers – place them in the re-usable shopping bag.
 - If the client does not provide the empty tray, please ask for it. Bishop Place runs all returned trays through the dishwasher to clean and disinfect them regardless of how clean they are when they are returned. The containers are expensive and are needed back so they can be used the next day.
 - Be sure to note on the delivery sheet how many dishes are returned. The tray and lid are counted as 1 dish. (no need to return Styrofoam/plastic containers)

***If you need assistance with a client or delivery,
call our daily assistant at 509/339-4000.***

Questions

- The client is not home – If the client did not leave a note/cooler about their absence, **Do Not Leave the Meal!!** Take the meal back to Bishop Place and be sure to notify the Kitchen Manager so that we can follow up to make sure the client is all right.
- You can't find a parking spot - Use the bright red Delivery Vehicle sign on the clipboard. Place it in your car window to indicate your mission as you park in a temporary spot to deliver a meal.
- You are concerned for the client's health - If the client's life is not in danger, but you are concerned about their health, call our daily assistant so that we can notify their family. *If you are unable to rouse the client, he cannot move or speak, or has fallen and may be injured* - **DO NOT MOVE THE CLIENT.** Call 911 and wait for help. After you call 911, call daily assistant 509/339-4000 to alert us to the situation. Your judgment will dictate your response to each situation. Proceed as soon as possible with the rest of your deliveries.
- Damaged Containers - Notify the kitchen and give them the name of the client.
- Driving instructions are confusing - Call Nancy Backes at 509/334-2667 to suggest improvements.



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