



Meals on Wheels Delivery Instructions

Updated April 18, 2017



<p>Welcome!</p>	<p>For 43 years, 365 days a year, volunteers like YOU have been delivering hot mid-day meals to Pullman's homebound seniors.</p> <p>Whether you are a long-time or a first-time volunteer, we have outlined <u>some helpful instructions for you on delivering meals</u>. Thank you for volunteering!</p>
<p>Before You Deliver</p>	<p>We ask first-time volunteers, especially those who are unfamiliar with the streets of Pullman, to drive the route yourself sometime before you head out to deliver meals (your group's coordinator can give you a copy of the route sheet). An even better option is to <u>assist</u> an experienced volunteer prior to your scheduled time.</p>
<p>Arriving at Bishop Place</p> <p>815 SE Klemgard</p>	<p>Meals are prepared by Bishop Place Dining Services. You will pick them up right outside the kitchen door between 11:15 and 11:30 a.m.</p> <p>As you approach Bishop Place, there is a <u>small parking lot on the right</u>, with a dumpster at the end of the lot. You may park in the <u>Delivery Zone</u> spot by the dumpster; the sidewalk leads to the building; the meal carriers and clipboard(s) will be waiting just inside the door.</p> <p><u>To the left of the kitchen door</u> is the MoW bulletin board with a <u>sign-in sheet</u> for you to fill out with your name, the time that you start & finish the route, and how many people are with you. Below the bulletin board are <u>re-usable grocery bags</u> for you to take to return the previous day's hot meal trays in.</p> <p>There will be one or two routes each day. Each route will have <u>three items</u>, a <u>clipboard</u> with that day's delivery sheet, a <u>hot meal carrier</u> that has the hot meal trays, and a <u>cool-food carrier</u> for desserts, salads, milks, and bread. The carriers stack on each other.</p>
<p>Delivering the Meals</p>	<p>Each route sheet will list all of the Meals on Wheels Clients on that route; those NOT receiving a meal on a particular day will have their name crossed out. The delivery sheet lists the Client's name, address, and directions to get to their residence.</p> <p>Every Client receives a hot meal tray. No names will appear on the hot meal trays, unless they have special diet requirements. On the right side of the delivery sheet is a list of the extra items each Client receives (salad, dessert, bread, milk). <u>Please also check the Cool-Food Carrier for any items specially-marked with the Client's name on them. Diabetic clients will almost always have a specially-labelled dessert.</u></p> <p>The far right column is to record how many empty meal trays you picked up from the Client.</p> <p><i>If you need assistance during delivery, text or call Daily Assistant, 339-4000</i></p>
<p>What if.... The Client is <u>not</u> home</p>	<p>If the Client leaves a cooler for the meal or if the Client leaves a note on their door with special delivery instructions, then you may leave the meal as instructed.</p> <p>If there is not a cooler/note, do <u>not</u> leave a meal for that day <u>and inform</u> the manager in the Bishop Kitchen on your return. We need to follow up to ensure the client is ok.</p>
<p>You are concerned for the client's health</p>	<p>Your judgment will dictate your response to each situation. If the client's life is not in danger, but you are concerned about their health, call us so that we can notify their family.</p> <p><i>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. Then call us at 339-4000 to alert us to the situation.</i></p>
<p>You can't find a parking spot</p>	<p>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.</p>
<p align="center">Thank you for Volunteering -- you make a difference!!!</p>	