

Volunteer Driving

Safety check

Deliver safe, nutritious food

Friendly conversation

- ✓ Arrive at your pick up location at the designated pick up time to insure food safety!
- ✓ Review your route book and check that all assigned meals are in the cooler- If there is a discrepancy please notify the office immediately!
- ✓ Note any SKIPS-if you find a discrepancy notify the office. Skip stickers are 1 sticker per client (be attentive to 2 or more people at one stop).

Load the cold and hot carriers into your vehicle and display your car certificate- Be sure to keep the carriers closed tight to retain the proper food temperature

Follow the directions by delivering meals in route order.

During Delivery ALWAYS KNOCK/RING BELL at every stop

- If the client is home please deliver the meal and provide some friendly conversation then proceed to the next client
- If client does not answer and you have followed the instructions for delivery...CALL THE ADMINISTRATIVE OFFICE, please state route number, meal number, and client's name. We will place you on a brief hold and when we return we will let you know how to proceed.

MEALS CAN NEVER BE LEFT ON THE GROUND OUTSIDE OF THE DOOR FOR FOOD SAFETY!!!

Return carriers immediately back to the pick-up location – the route directions must be returned in the cold carrier



Meals On Wheels

Meals are just our first course!

845-624-6325

www.mowrockland.org



Pick-up Locations

Rockland Commissary

121 West Nyack Rd

Nanuet, NY

Between 10:00-11:00am

- Wash your hands often
- Avoid close contact
- Put distance between yourself and other people
- Remember that some people without symptoms may be able to spread virus.
- Stay at least 6 feet (about 2 arms' length) from other people.
- Cover your mouth and nose with a cloth face cover when around others
- Everyone should wear a cloth face cover when they have to go out in public, for example to the grocery store or to pick up other necessities.

Client Well Being	Meals	Miscellaneous
<p>If a client is exhibiting serious symptoms such as: shortness of breath, signs of stroke, chest pain, bleeding, fallen CONTACT 911 IMMEDIATELY, then notify administrative office. Never attempt to pick up/move a client</p>	<p>All meals are planned by our nutritionist. Most meals are on a house diet accommodating low fat, low salt, low sugar and diabetic. If a homebound receipt has a food request please ask them to call the office.</p>	<p>Smokers- refrain from smoking during delivery. Specialty Items- blizzard boxes, caring cards and crafts may be included in with delivery Gifts- do not accept. Payments- costs are prearranged – do not accept payments. Car trouble- If you have car trouble or difficulty continuing your route please call promptly.</p>

Scheduling
<ul style="list-style-type: none"> • Schedules are assigned and coordinated by the Volunteer Coordinator. • Monthly calendars are mailed to all drivers- Please check calendar for accuracy. If any inaccuracies, please contact the volunteer program coordinator • Request days off- email/call mgebbia@mowrockland.org as much advanced notice as possible (preference is email). • Emergency cancellations- Call the office Leave a message on ext 139- always leave full name, route # and date.

