



2801 S. Financial Ct. • Sanford, FL 32773 • 407-333-8877 • mealsetc.org

Delivering Meals ...
and so much more!

Hi ...

I'm Rosibel Luna, Home Delivered Meals Coordinator at Meals On Wheels, Etc. here in Seminole County, Florida.

I want to take this opportunity to introduce myself and thank you for your interest in volunteering with us.

If you have any questions after reviewing this self-paced training material please give me a call at 407-333-8877 ext. 104.

I look forward to working with you!



We're excited about your interest in Meals On Wheels, Etc.'s Home Delivered Meal program.

As one of our volunteers, you'll deliver much more than a meal to home-bound seniors in our community. You'll also deliver ...

- smiles,
- conversation,
- safety checks, and
- a break from isolation.



We thank you for your participation, and hope you will have fun and find this a rewarding experience.

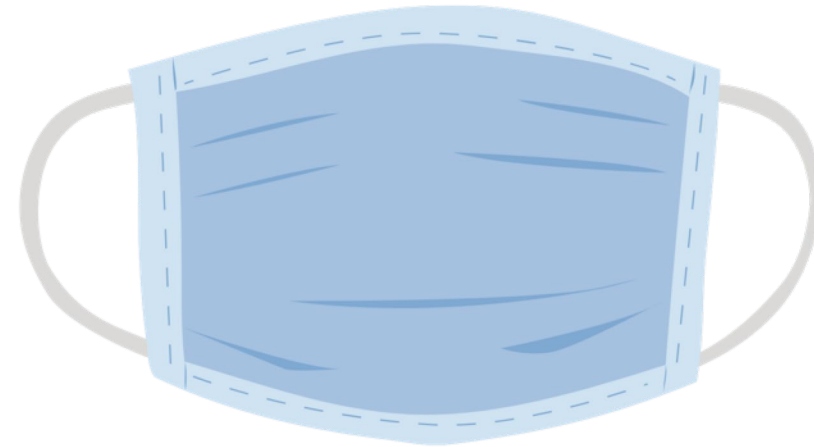


UPDATE: The coronavirus has forced us to change many of our processes ... including how we deliver meals.

Our work is considered “essential,” and we’ve taken steps to protect our clients, volunteers and staff to help prevent the spread of the coronavirus.

When delivering meals, we need to ask you to:

- wear some type of face mask and gloves,
- practice frequent hand washing, and
- practice social distancing.



Although we are doing our best to provide masks and gloves for volunteers at this time, we ask that you provide your own if possible.

We sincerely appreciate your cooperation as we continue to serve this vulnerable population.



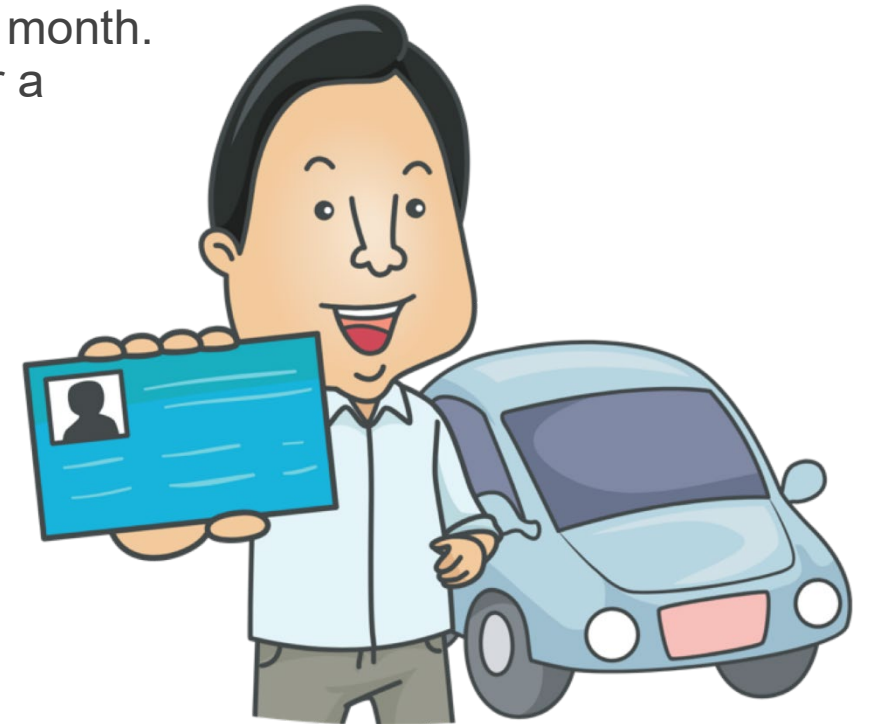
Let's start with some general information about delivering meals for us ...

The home delivered meal volunteers ...

Our volunteers come from all walks of life: individuals, couples, retirees, stay-at-home moms, school groups, business and Corporate groups, churches, and civic groups. Without a large group of dedicated, caring volunteers, the home delivered meal program would not be possible.

We ask volunteers be available to deliver a minimum of once each month. We also ask that new volunteers commit to volunteering with us for a minimum of 6 months. Home delivered meal volunteers must:

- pass a background check/screening,
- possess a valid State of Florida Driver's License, and
- have transportation and proof of vehicle insurance



Let's start with some general information about delivering meals for us ...

Meals On Wheels, Etc. does not provide any type of insurance for volunteers and is not able to reimburse volunteers for expenses they may incur such as gas or toll charges.

However, Meals on Wheels, Etc. is recognized by the Internal Revenue Service as a 501(c)(3) nonprofit. This means volunteers who itemize their deductions when filing their annual tax return may qualify for tax deductions based on certain out-of-pocket expenses such as mileage.



Let's start with some general information about delivering meals for us ...

The clients ...

What can we say, we love our clients and think you will too! The average of our clients is 85 years old. They are home-bound and rely on us for meals, transportation and other services to remain independent and in their homes.

As you can imagine, we are very protective of our clients too. Please keep in mind, volunteers should:

- never attempt to market to or sell anything to a client,
- never deliver printed materials or other items to clients unless approved by Meals On Wheels, Etc., and
- must keep all information regarding clients – names, addresses, etc. confidential as this information is protected under the Health Insurance Portability and Accountability Act (HIPAA).



Let's start with some general information about delivering meals for us ...

The meals ...

- The meals you will be delivering are prepared daily in our very own kitchen located in Sanford.
- Meals are delivered “chilled” in order to better maintain the taste and nutritional value of the food.
- At each stop, two meals – a breakfast meal and a lunch/dinner meal, are delivered to each client.



Sample breakfast meal and lunch/dinner meal shown with one of our coolers.



Some general information (continued) ...

The deliveries ...

- Deliveries occur weekdays (Monday through Friday).
- Meals to be delivered are picked up by our volunteers between 8:30am and 12:30pm.
- Volunteers follow a route sheet with the information needed to successfully deliver from 10 to 20 meals.
- Depending on the route, it can take 1 hour to 90 minutes to complete the deliveries.
- Following the last delivery, volunteers return the empty coolers and completed route sheets to the same location where they were picked up from.



Date: _____ Volunteer's Signature: _____ # of Meals Received: _____

- At the completion of your route: route sheets must be returned to the Site Manager, filed in the Route Sheet binder at the site, or transmitted by fax or other electronic means to Meals on Wheels, Etc.
- Route sheets contain confidential information protected under the Health Insurance Portability and Accountability Act (HIPAA). Volunteers must ensure this information is protected and handled appropriately.

CASSELBERRY # 4				
Source	Name Phone Comments	Address and Directions	Meal Count	Delivery Status
C2	John Fruit 954-793-1234	123 Apple Ln. Apt. # 10 <ul style="list-style-type: none">• Head west on N Orchard Dr toward Basket Way• Turn right onto Basket Way• Turn left at the 1st cross street onto Granny Smith Dr• Turn right onto Macintosh Dr• Turn left onto Apple Ln• Destination will be on the right	2	<input type="checkbox"/> Delivered <input type="checkbox"/> Not Delivered <input type="checkbox"/> Received Extra Meals Have Client Sign Below: _____
AE	Paul Beach 407-123-4567 Gate Code: #5513	789 Sand Rd 1.1 mile <ul style="list-style-type: none">• Head south on Sunburn Dr toward Shell Ln• Turn right onto Tourist Rd• Turn left onto Towel Dr• Turn right onto Sand Rd• Destination will be on the right	2	<input type="checkbox"/> Delivered <input type="checkbox"/> Not Delivered Client's Signature: _____
CE	Dara Doe 407-891-1234 New Client	100 Bambi Way 62 mi <ul style="list-style-type: none">• Head west on Book Rd toward S Thumper Dr (0.1 mi)• Turn left at S Forest Dr (0.3 mi)• Turn right onto Bambi Way• Destination will be on the left	2	<input type="checkbox"/> Delivered <input type="checkbox"/> Not Delivered Client's Signature: _____
C2	Larry Cook 407-568-4321 Client is hard of hearing	147 Dinner Way 0.8 mi ("A Great Place to Live Condos") <ul style="list-style-type: none">• Head west on Spoon Way (213 ft)• Turn right onto Recipe Dr (423 ft)• Turn left at the 1st cross street onto Stove Dr (0.4 mi)• Turn left onto Burner Ln (212 ft)• Turn left to stay on Spice Ln (0.1 mi)• Turn right onto Oven Way (266 ft)• Turn right onto Microwave Pl (94 ft)• Turn left onto Dinner Way• Destination will be on the right	2	<input type="checkbox"/> Delivered <input type="checkbox"/> Not Delivered <input type="checkbox"/> Received Extra Meals Have Client Sign Below: _____
C2	Sally Sweet 407-777-8523 New Client	123 Candy Dr. <ul style="list-style-type: none">• Head west on Pie Dr toward Sugar Dr (338 ft)• Turn left onto Sugar Dr (0.1 mi)• Turn right onto Cup Cake Cir (0.5 mi)• Turn left onto Candy Dr• Destination will be on the left	2	<input type="checkbox"/> Delivered <input type="checkbox"/> Not Delivered <input type="checkbox"/> Received Extra Meals Have Client Sign Below: _____

- Please Check Other Side and/or Following Page(s) For Additional Stops/Deliveries -

Meals on Wheels, Etc.
2801 S. Financial Ct., Sanford, FL 32773 • 407-333-8877 • mealsetc.org

Route Sheet Example

Some general information (continued) ...

We currently have 10 locations/show-up sites where volunteers pick up meals to be delivered throughout Seminole County:

Sanford:

- Meals on Wheels, Etc. Office/Kitchen
2801 S. Financial Ct.
- Serenity Towers
519 E. First St.

Casselberry

- City of Casselberry Recreation Center
200 N. Triplet Lake Dr.

Winter Springs

- City of Winter Springs Senior Center
400 N. Edgemon Ave.

Longwood

- Longwood Hills Congregational Church
1255 EE Williamson Rd.

Geneva

- First Baptist Church of Geneva
325 First St.

Chuluota

- First Baptist Church of Chuluota
201 Lake Miles Rd.

Oviedo

- Tuskawilla Presbyterian Church
3600 Aloma Ave.
- Palm Valley Community Clubhouse
500 W Palm Valley Dr.
- First United Methodist Church
263 King St.



Some general information (continued) ...

10

2801 S. Financial Ct. • Sanford, FL 32773 • 407-333-8877 • mealsetc.org

Some general information (continued) ...

In addition to regular meals ...

- We periodically deliver *shelf stable meals* to clients as part of our emergency/contingency plan, should regular home delivery be temporarily suspended.
- We also deliver pet food, on a monthly basis, to some clients who might otherwise not be able to provide for their pet.
- Along with the meals, we sometimes deliver other items clients would appreciate receiving and/or need.



Some general information (continued) ...



What if something comes up and you can't volunteer as scheduled?

We understand things come up and you might have a conflict/be unable to deliver meals on the day we had you scheduled.

When your schedule changes, please let us know as soon as possible. The more notice we have, the easier it is for us to find another volunteer to cover the route.

If you are experiencing any symptoms of the coronavirus the day you are scheduled to volunteer please call and let us know but do not report for your assignment. Symptoms include:

- Fever
- Cough
- Muscle Pain
- Headache
- Chills
- Sore throat
- New loss of taste or smell
- Shortness of breath/difficulty breathing
- Repeated shaking with chills

For more information on coronavirus symptoms please visit [cdc.gov](https://www.cdc.gov)



Before you hit the road, there are some rules and guidelines we need to review ...

Of the many volunteer opportunities at Meals On Wheels, Etc., delivering meals is perhaps the most popular and rewarding.

It's also a fairly simple process to follow, although there are a few rules and guidelines. These rules and guidelines are necessary to protect everyone involved – including our volunteers.

So, let's grab a cup of “virtual” coffee and run through a virtual route while we review some of these guidelines.



Okay, it's your first time delivering meals and you've arrived at your designated meal pick-up location. What now?

1. Look for the spot where volunteers are picking up their meals.
2. Sign-in on the volunteer log, located in a notebook at each site.
3. Locate the route sheet and coolers for your assigned route.
4. Double check the number of meals in your cooler(s) making sure you have the correct number of meals as indicated on the route sheet.
5. Pick-up/take a couple door-hanger cards with you in case a client isn't home when you attempt the delivery.
6. Carefully load the soft-sided coolers in your vehicle.

Please don't hesitate to call the Meals On Wheels, Etc. office if you have any questions or issues.



You're loaded up and ready to go!

Before you hit the road ...

It's always a good idea to review your route sheet before you leave the parking lot ...

1. Know where you are heading before leaving the parking lot. Never try to read the route sheet while driving.
2. Although the route sheet is intended to provide the most efficient route for volunteers, you can certainly make your deliveries in a different order if you prefer.
3. Always follow the law and practice good driving habits when delivering meals.



You're now on you way!



Let's talk about some situations you may encounter on your route ...

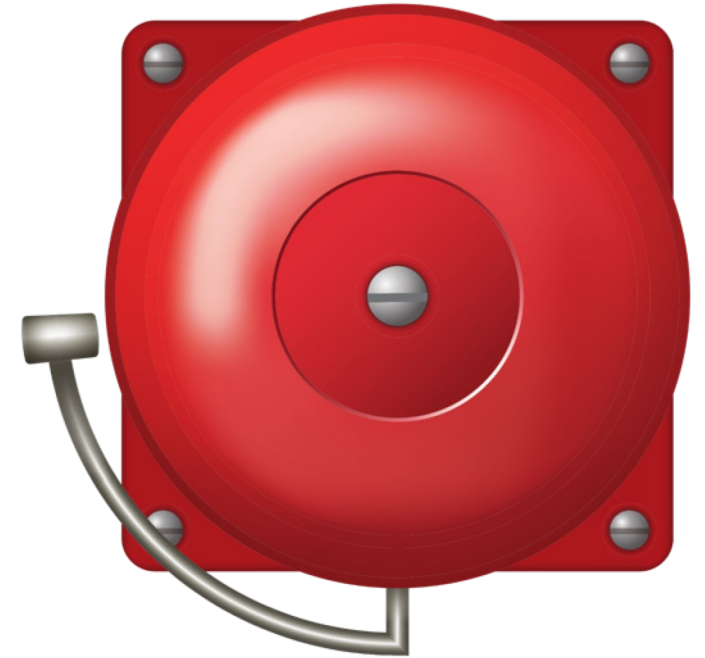
What if I don't feel safe?

When it comes to our clients, our staff, and YOU - our volunteers, safety is our first priority.

Should you ever feel unsafe making a delivery for any reason, such as

- pets/animals,
- unsafe conditions,
- the behavior of the client or others, etc.

Report the situation to the Meals On Wheels, Etc. office as soon as possible. A member of our staff will follow-up on the matter and determine what steps are necessary for us to serve this client moving forward.



Let's talk about some situations you may encounter on your route ...

What if there is an emergency involving a client?

An important benefit to seniors receiving home delivered meals is the “safety check” provided by the volunteer making the delivery.

If there is an obvious emergency upon arriving at a client's home, such as a client who has fallen:

- Call 911, and then
- Meals On Wheels Etc. at 407-333-8877 ext. 104.
- Do not attempt to lift the client.

Stay with the client/at that location until emergency personnel and/or an employee from Meals on Wheels Etc. arrives.

Meals on Wheels, Etc. will also contact the client's family/emergency contact.



Let's talk about some situations you may encounter on your route ...



What if no one is home?

Clients are advised and understand we cannot leave meals if there is no one there to accept it – for safety reasons.

Many clients will make other arrangements and have a friend or family member there to receive their meal should they have an appointment and not be home.

If they know they won't be home, say they have a doctor's appointment for example, we ask them to call our office ahead of time and let us know. This helps avoid unnecessary stops for our volunteers and better manage our meals/costs.



What if no one is home? (continued) ...

Unfortunately, there are times where something comes up suddenly and/or a client simply forgets to tell us. Should this happen, and no one is home ...

- Do not leave the meal.
- Leave a Meals on Wheels, Etc. door hanger, or a note letting the client know you attempted to deliver the meal/missed them.
- Return the meal to the cooler, making sure to close/zip the cooler cover.
- Mark/update your route sheet noting the meal was not delivered/no one was home.

Please note: When reviewing the completed route sheets, Meals on Wheels, Etc. staff will contact those clients who missed their delivery to make sure they are okay.



What if no one is home? (continued) ...



What to do with that extra meal ...

Should you find yourself with an extra meal because a client wasn't home to accept it, we first ask that you offer/give the meal to another client on your route. You will find most clients are very happy to receive an extra meal.

Because we track the *actual number* of meals delivered, if you give a client an extra meal we ask that you note this on the route sheet.

If this was your last stop, and you don't have time/prefer not to double-back and offer the meal to a client you've already delivered to that day, you are free to give the meal to someone you know or see, keep the meal, or dispose of the meal.

For food safety reasons we can not re-cycle the meal after it leaves our kitchen and has been out for delivery.



Let's talk about some situations you may encounter on your route ...

What if I see something that should potentially be investigated?

It's simple, if you **see** something, **say** something. Regardless of how small or insignificant something may seem, if it causes you to be concerned, please call our office and report it.

This is true in any situation involving our clients, other volunteers, employees, etc. Some examples would include:

- abuse (physical or verbal),
- theft,
- unsafe/unsanitary living conditions, or
- health related conditions.

A member of our staff can investigate the situation and take the appropriate corrective action.

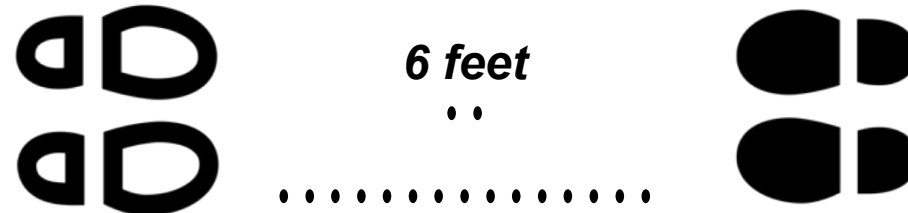


You've reached your first stop ... It's time to deliver your first meal!

- Before you exit your vehicle, review the route sheet for any special instructions associated with this delivery and see if the client is required to sign the route sheet or not.
- Put on a face mask and gloves.
- Retrieve the meal(s) from the cooler, making sure to close/zip the cooler cover in order to maintain the correct temperature for the remaining meals.
- Follow any special instructions for that client as noted on the route sheet.
- Knock or ring the doorbell to let the client know you are there so they can collect the meal.
- Please maintain social distance, 6 feet, from the client at all times.

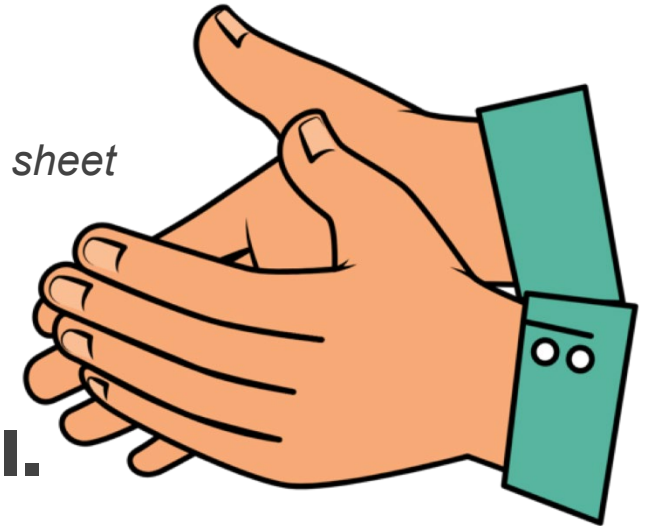
Here's a tip ...

At this time, some of our volunteers are bringing empty plastic store bags with them, placing the meal in a bag, and hanging it on the client's doorknob rather than placing it on the ground/floor – making it easier for the client. How clever is that!



Delivering your first meal (continued) ...

- Do not leave a meal at a client's home until you “see” and/or “hear” the client.
- Take a moment to say hello. It's nice to have a brief conversation with the client. This is very important as you may be the only person they will see or speak to that day.
- Do not enter a client's home unless instructed to do so on the route sheet in order to make the delivery. There are some instances where the volunteer may place the meal on a table/counter, in a refrigerator, etc.
- Update your route sheet indicating the delivery was made.
 - **Please Note:** *At the present time, we are not asking clients to sign the route sheet when the meal is delivered. In cases where the client's signature would be required, the Volunteer should write the client's initials on the signature line.*



CONGRATULATIONS!
You just delivered your first meal.
You're now on your way
to your next delivery.



As you continue delivering the meals on your route ...

Think about the important role you are playing in the lives of vulnerable seniors in our community – there's no way we could do this without your help.

You are now part of a group of over 250 volunteers delivering thousands of meals to seniors each week in Seminole County ... and we sincerely appreciate your time and effort.

With your help, the seniors on your route today do not face hunger, feel isolated or forgotten. Our motto is true:

Together, we can deliver a meal ... and so much more!



You did it ... you just delivered the last meal on your route!

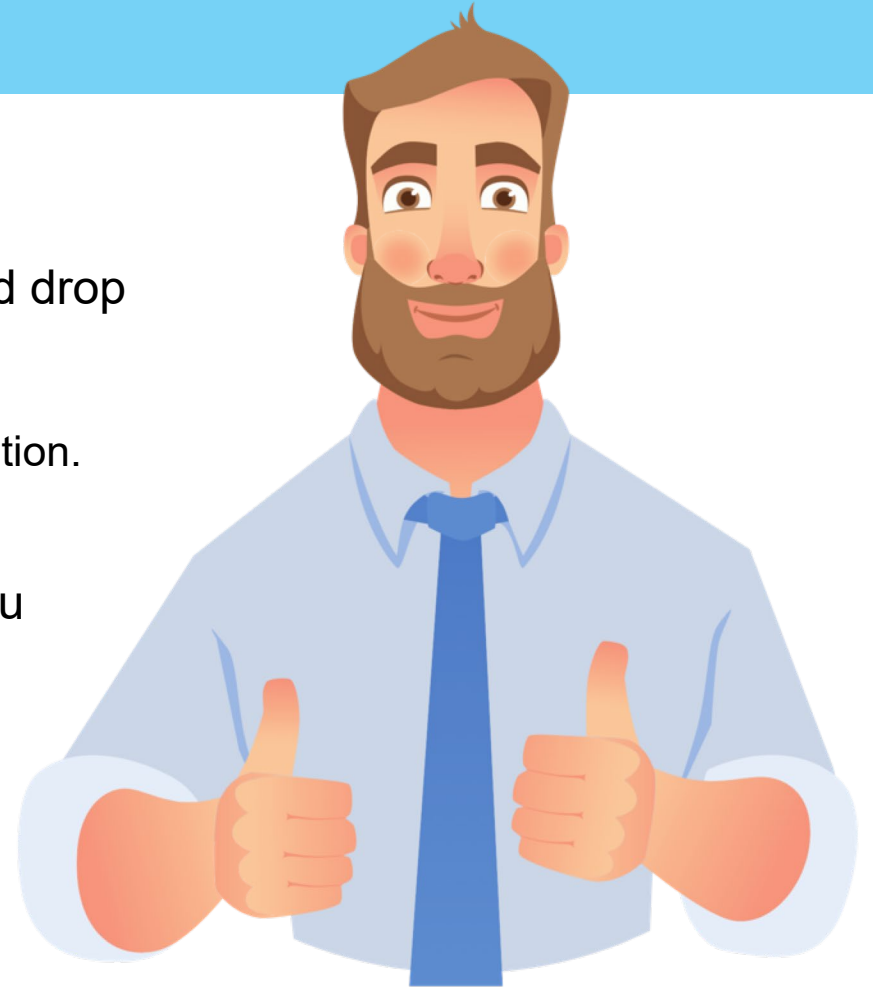
After your last meal delivery ...

Please return to the location where you picked up your meals and drop off the empty cooler(s) and your completed route sheet.

- Leave the coolers in the same location where you picked them up.
- Place the route sheet in the marked notebook or file folder at that location.

If you have unused door hangers, you can return them as well. Please feel free to keep a few in your vehicle for the next time you deliver if you would like.

A member of the Meals On Wheels, Etc. team will be by later in the day to collect these items.



THANK YOU! ... YOU hold the key to our success!

We recognize the value of your time, and thank you for completing this self-paced training material.

After completing the material, we hope you are still interested in volunteering with our agency and look forward to working with you.

Once we receive your completed application and background check, we will contact you to verify your interest, availability, and hopefully assign a route and start date.

In the meantime, please call us at 407-333-8877, ext. 104 if you have any questions and/or to check on the status of your application.



Hi, it's me again ... Rubie.

I just wanted to thank you again and remind you to give me a call if you have any questions about the material.

You can reach me at 407-333-8877 ext. 104.

Or, if you prefer, you can reach me by email at RLuna@mealsetc.org

I look forward to working with you. Together, we can deliver a meal and so much more!

