

SENIOR RESOURCES OF GUILFORD GUIDELINES FOR DELIVERING MOBILE MEALS

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1. MEAL PICK UP TIME:

- Plan to pick up your meals between 9:30 and 9:45am at Peace Church,
9:45 and 10am at Hinshaw UMC
10:30 and 10:45 at Jamestown Fire Station
8:30 and 9:00 at Pleasant Garden Fire Stat
- Please check the amount of meals you have with the delivery sheet to be sure you have the right amount of hot meals and cold pack. There are always extra meals and milk in a separate container. Help yourself to the extra meals if you are short.

2. IF YOU CANNOT DRIVE OR VOLUNTEER

- Exchange days with another driver and notify the Volunteer Coordinator of the exchange.
- Call the Day Chair Coordinator or Mobile Meals Volunteer Coordinator to find a replacement for you.

3. WHEN YOU PICK UP MEALS, FOLLOW THIS PROCEDURE:

- Check in with Mobile Meals staff or your Day Chair Coordinator so that they know you are there and know what route you are covering...
- Pick up your new deliver sheet and basket with the correct route number.
- Check meal count and types of meals included to your route. (regular, reduced calorie, chopped regular, chopped reduced calorie.)
- Please note that this caterer usually does not make a distinction with the hot meal for regular vs. reduced calorie. The difference is usually in the dessert.

4. IF RECIPIENT DOES NOT ANSWER DOOR:

- Give recipient adequate time to respond. Many are hard of hearing, in wheel chairs, etc.
- Call out recipient's name and listen carefully for a response.
- Check to see if front and/or back door is unlocked.
- Look in window, knock on glass and call out name.
- If you are comfortable to do so, check with neighbor(s) to see if they have and information as to where the client may be.
- If the recipient's whereabouts are not known, call the Mobile Meals office at 373-4816 and report to the switchboard that this is "a Mobile Meals no response call"; report the name of the client and the address and the Mobile Meals staff will follow-up. Do not leave the meal at the house.
- Place door hanger on door and give extra meal to someone else on your route.

5. EMERGENCIES

- If the recipient has fallen DO NOT TRY TO MOVE the person, if a recipient is bleeding DO NOT treat the wound. Wear the latex gloves located in your box.
- Call 911, then contact the Mobile Meals office and report that "this is a Mobile Meals emergency call", give the client's name and address and the Mobile Meals staff will respond.

- Stay with the client and reassure them until EMS and/or a Mobile Meals staff member arrives.
- If you go beyond this policy, you assume responsibility

6. MEDICATION:

- DO NOT purchase or administer any medications to the recipients.

7. RECIPIENT REQUESTS:

- The recipient may ask you to do something for them. Please refer all requests to the Mobile Office and the agency will contact a family member or friend, or find a volunteer to assist them.

8. INCLEMENT WEATHER:

- Watch the television station (WFMY-2) to see if Senior Resources of Guilford Mobile Meals will be delivered. This will be posted on their website and on Channel 2, usually by 8am.
- You can call our office or your Day Chair if you cannot drive due to the weather.

9. HOLIDAYS:

- No deliveries Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas, New Year's Day, Martin Luther King Day, and Good Friday.
- Frozen meals are provided for recipients the days we are closed and delivered in advance.
- Special meals are provided on Thanksgiving Day and Christmas Day. These meals are prepared and delivered by the community.

10. CONFIDENTIALITY:

- It is important that you honor each recipient's right to privacy. Do not share information about the recipient except with agency staff members.

11. MONEY

- Recipients may give you a donation. Leave it in an envelope in the tray as well as noting it on the route sheet and identifying the recipient on the envelope. The trays are checked daily by the Mobile Meals Staff.

12. DIRECTIONS:

- If directions on your route sheet are incorrect, please write out correct directions on the route sheet so it can be changed.

13. PREVIOUS MEALS:

- If meals are found that have been left out overnight, please write this on the route sheet. Discard the meal. Please notify the Mobile Meals office if it appears that the recipient is not eating their meals.

14. VOLUNTEER INCIDENTS/ACCIDENTS:

- Should be reported to the Mobile Meals Program Director or Assistant Director of Programs within a 24 hour time period.

NAME _____ DATE _____
TRAINER _____