

IF YOU HAVE A VEHICLE PROBLEM DURING DELIVERY

Call you site coordinator
Make arrangements to transfer your meals to a substitute so they can be delivered
Notify the MOW office at 918-627-4103

IF YOU HAVE A MOW RELATED QUESTION FOR WHICH YOU CAN'T FIND AN ANSWER

Call the MOW office - 918-627-4103

Find out from the coordinator at your site:

Your component (serving unit):

The site and phone number is:

Your Site Coordinator is:

Contact your coordinator at:

The Mission of Meals on Wheels of Metro Tulsa is to preserve the dignity and independence of homebound elderly and disabled persons by providing them with nutritious home-delivered meals, caring contacts, and other services which enrich their lives.



Meals on Wheels of Metro Tulsa

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Tulsa, OK 74146-2307

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Website: www.mealsonwheelstulsa.org

Meals on Wheels of Metro Tulsa



**What to Do
If**

Here is a quick reference for volunteers on what to do when an emergency or something out of the ordinary happens.

**Meals on Wheels Office:
(918) 627-4103**

What to Do If . . .

Volunteers are responsible to become familiar with our policies and procedures, including those specified in the Volunteer Handbook

WEATHER QUESTIONS

Policy is “when Tulsa Public Schools close due to weather” MOW will close; check the media for cancellation; check MOW answering machine 918-627-4103 for information – it will be posted there by 7:00 am

Learn your coordinator’s name and phone number, and call them if you have a question about delivery that day

YOU CAN’T DELIVER TODAY

Find a replacement substitute for yourself; sometimes other volunteers who do your same route will switch days with you or cover for you in an emergency
Contact your site coordinator – please give them enough time to find a replacement if at all possible

HAVE A PERSONAL EMERGENCY WHILE VOLUNTEERING

Call your site coordinator; they can make other contact calls on your behalf
Make arrangements to transfer your meals to a substitute so they can be delivered
Notify the MOW office 918-627-4103

YOU FIND A RECIPIENT WHO NEEDS EMERGENCY HELP

Use your discretion to call in order of priority:

- a) 911 EMERGENCY and get appropriate help
- b) the recipient’s emergency contacts (check recipient info in route book);
- c) your site coordinator to inform them of the situation and to get necessary support
- d) the MOW office, detailing the emergency

Do not leave the recipient until appropriate emergency help arrives or you are relieved by someone else, or your own safety is threatened
If the recipient has fallen, even if they say they are not hurt, do not try to lift or move the recipient yourself.
Contact emergency personnel who are trained in proper procedures do this. Call 911 and the Fire Dept will come and lift a person who is fallen but seems otherwise unhurt.

All human contact should be treated with precautions as though the person being treated has a communicable disease.

YOU ENCOUNTER A DOG/PET PROBLEM

If you feel threatened: Your safety is of utmost importance. Pets should be secured before you attempt delivery. We do not tolerate unruly pets. Do not attempt a delivery if your safety is threatened. Should such a problem occur, notify the recipient (if possible) and notify your site coordinator of the situation.

If you are bitten or harmed use your discretion to do in order of priority:

- a) Get the following information as is possible:
 - b) Note the name and address of recipient involved
 - c) Get the name and description of the animal (breed, size, color, etc)
- d) Ask the recipient if the animal has up-to-date shots
- e) Get the name of the veterinarian used by the recipient to confirm animal’s health records
- f) GET EMERGENCY TREATMENT ASAP
- g) Notify your coordinator ASAP