



SENIOR SERVICES

Meals-on-Wheels



Meals-on-Wheels Hot Meal
Delivery

The People We Serve



Meals-on-Wheels serves seniors within Forsyth County who:

- Are 60+ years old
- Are homebound and unable to obtain and prepare a nutritious meal for themselves
- Prior to participants starting service, a staff person has gone to their home to conduct an assessment. They check the safety of the environment, determine eligibility and get a better understanding of their needs. In-home reassessments occur every six months while they're on the program.

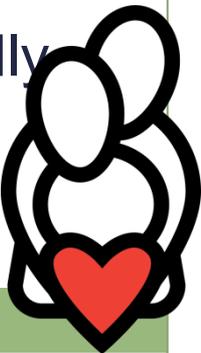


Volunteers are the Heart of the Program



Our volunteers play an important role!

- You are providing more than just a meal: Many of the participants do not have regular visitors and really enjoy the brief moment of human interaction and connection they receive through the deliveries.
- You are also bringing peace of mind by providing a brief safety check, ensuring they are okay that day.
- We encourage you to make the encounter warm and friendly. You are making someone's day!

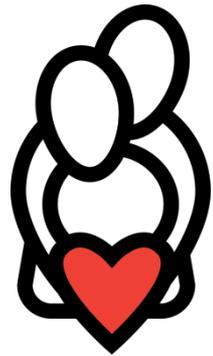


MOW Scheduler System



When you are assigned a route, we utilize the MOW Scheduler System. The system will:

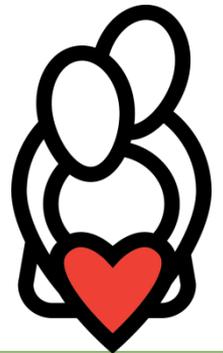
- Send out automatic alerts via email or text as long as we have that contact information for you at 9:00AM the day prior to your route
- offer a “help wanted” site that allows you to sign up for open routes:
<https://winstonsalemmow.mowscheduler.com/helpwanted>

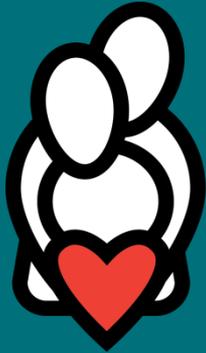


Overview



- Meal pick-up is between 9:45 AM- noon
- All meals must be delivered no later than 1:30 PM
- Route will take roughly 1-1.5 hours to deliver
- Canceling route/needing a sub: While we prefer you deliver your planned route, we understand emergencies do arise. If you need to cancel your route delivery, please contact us as soon as possible. We will need to find a substitute to cover your route.



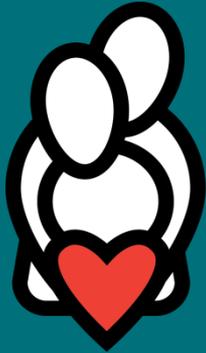


Safety Measures:

Remember anyone who has been diagnosed with COVID-19, who is showing symptoms of COVID-19, or who may have been exposed to COVID-19 should not volunteer.

Employee and Visitor Symptom Screening Checklist

In order to help stop the spread of COVID-19 and help keep all staff, volunteers, and the seniors we serve as safe as possible, we ask that you review the following screening questions before entering:

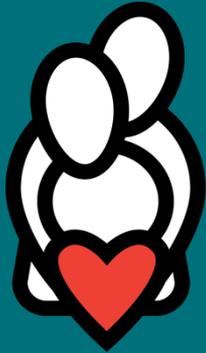


Safety Measures:

Do YOU have any of these symptoms or have you been diagnosed with COVID -19?

- Fever
- Chills
- Shortness of breath or difficulty breathing
- New cough
- New loss of taste or smell

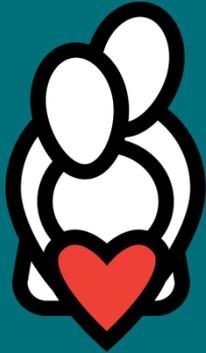
If you have any of these symptoms, please stay home, limit interactions with other people, and call your health care provider.



Safety Measures:

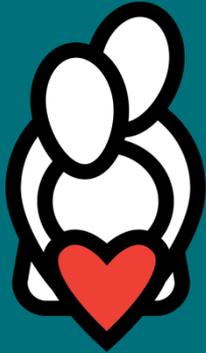
Have you had close contact (within 6 feet for at least 10 minutes) in the last 14 days with someone diagnosed with COVID-19 or has any health department been in contact with you and advised you to quarantine?

- Yes
 - The volunteer should not work. The volunteer can return 14 days after the last time they had close contact with someone with COVID-19.
- No
 - The volunteer can work if they are not experiencing symptoms.



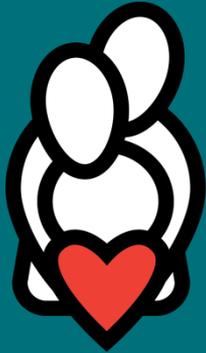
Meal Pick-up Procedures

- Pull car around to Meals-on-Wheels entrance
- Please use the outer two lanes under the portico (do not park in middle row).
- Please use hand sanitizer provided before entering the building.
- Get a rolling cart as you enter the building and find your route station (stations are marked with route names.)
- Your route sheet will be at your station, along with one cooler containing cold side items.
- You will load this cooler on to your cart and push it to the warming ovens. A staff member will take the number of meals you need out of the oven and place them in a cooler and then place it on your cart.



Meal Pick-up Procedures

1. Very Important! Make sure that you have the correct number/type of beverages, meals and any special meals (i.e. renal meals) before you leave the building.
2. Please be sure you have doortags, mask, plastic bags for each drop off, and hand sanitizer before leaving.
3. Following state guidelines, and for the safety of our volunteers, staff and participants, we will limit the number of volunteers inside the pick up room to 6. Carts will be sanitized between pick ups. We ask for your patience as you wait for other volunteers to retrieve their routes.



Pick up Procedure at Satellite sites:

- A van will arrive at designated time/location**
- If you arrive after the van leaves there will be a designated space for the coolers in the building.**
- There will be a basket with masks/hand sanitizer (Please take only if you need it). We ask that you use the sanitizer between each delivery and ONLY for meal deliveries as we have a limited supply**

Route Sheet Information



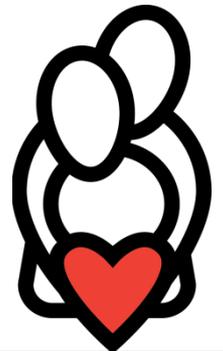
- Menu changes daily: The menu for each day will be listed on the dry erase board outside.
- Participants may receive a milk or juice or elect to not have a beverage. This will be noted on the route sheet.
- All meals are diabetic friendly (participants marked regular or diabetic **receive the same meal**)
- Renal Meals are marked in green. If you have someone that receives a renal meal, please ensure you have meals prior to leaving.

Gause, Leatha L 1 - Hot lunch, Renal Milk, 1% 8oz 338-64
 Can leave with neighbor
 Within the same complex deliver to Building 408 Apt C (408 C)

- Whenever OJ/pineapple juice/grape fruit juice is **on the menu**, it is considered a **fruit side** - not a beverage. All participants should receive a fruit side in addition to their regular milk or juice beverage.
- Total meal and beverage counts are listed under route summary on the last page of sheet

Route Summary

Hot lunch, Renal	1	Milk, 1% 8oz	2
Hot lunch, Regular	2	Juice	2
Hot lunch, Diabetic	1	TOTAL:	4
TOTAL:	4		



Route Sheet Information



- If a participant has called in at least 24 hours in advance to cancel- the route sheet will be printed with a cancellation notice in red. This meal will not be included in your delivery total.

Nelson, Lillie B 1 - Hot lunch, Regular Milk, 1% 8oz 336-784-5663 4730 Merriweather Dr

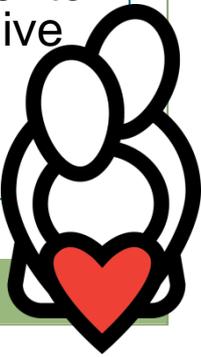
** Approved For Extra Meal

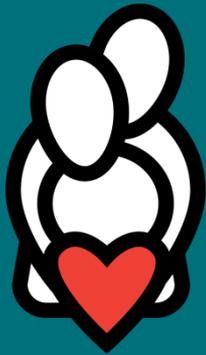
EW Nelson, Leroy **NO MEAL TODAY** 336-784-5663 4730 Merriweather Dr

** Approved For Extra Meal

Continue on Hwy.109/Thomasville Rd. Turn left onto Merriweather Rd. Deliver to a 2-story brick house on the left with white trim. Go to the side carport door. If the door is unlocked it is ok to enter and announce MOW's. (4730)

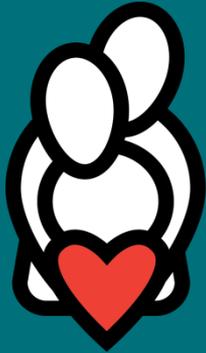
- If a participant cancels the day of- “No Meal Today” will be written in red pen. Please still take this meal out and deliver to a participant that has
**Approved for Extra Meal under their name.
- Late cancellation: You may receive a call stating that a participant has canceled last minute. If your car does not have Bluetooth, please pull over to take the call. Please do not make or receive calls while driving. Please give their meal to someone who is approved for an extra meal.





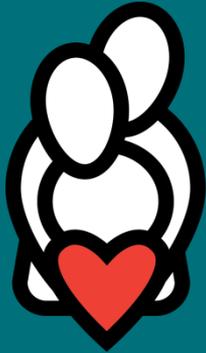
Meal Delivery Procedures:

1. All volunteers must wear a mask while delivering. If you do not have a mask, please notify Senior Services staff and they will give you one mask. Please keep this mask and use every time you deliver. Masks are washable and re-usable.
2. All volunteers must use hand sanitizer between each delivery. If you do not have hand sanitizer, please notify Senior Services staff and they will give you a bottle of hand sanitizer. Please return the bottle when finished delivering your route. We have a limited supply of hand sanitizer.
3. Contactless Delivery: We ask that you place the meal and beverage (if applicable) in a plastic bag and either hang on the doorknob or place in a chair beside the door. Please knock/ring the doorbell, then step back at least 6 feet from door. Please wait for them to come to the door to be sure they received the meals. You may need to call the participant if they do not answer the door.



What if nobody answers the door? (Non Delivery):

1. Check special instructions on the route sheet. Sometimes we include special notes for how to deliver to individuals.
2. After knocking/ringing door bell, pause and listen for activity in home, they may call out that they are on their way. If no answer, call participant's phone number.
3. Place a door hanger on the participant's door to signal a delivery attempt and write "not home" on route sheet by their name.



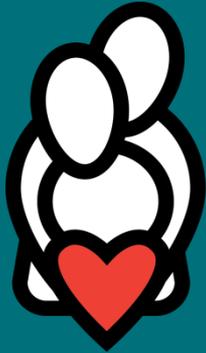
What do I do with the extra meal?

1. Please give the extra meal to a participant that has ** Approved For Extra Meal under their name and mark who received the extra meal on the route sheet.

Clayborn, Evelena R 1 - Hol

** Approved For Extra Meal

If the last person on your route isn't home, please give meal to a prior approved participant.

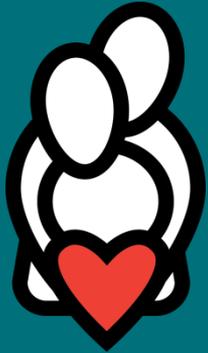


What do I do when I'm finished delivering?

1. Indicate the time of the last meal delivery

Footnote: Please write time of your last meal delivery. _____

2. Sign at bottom of route sheet and write the date
3. Return route sheet and coolers to Senior Services.
4. **If at satellite site, leave route sheet in your cooler OR mail/fax it back to Senior Services.**



What do I do in case of an emergency?

If a participant seems agitated, seriously ill, has home maintenance problems, etc. please call us at (336) 721-6931 and report the issue.

If there is a medical emergency, call the Meals-on-Wheels office and we will call 911. If the person is bleeding or unresponsive you may call 911 before calling the office. Staff will follow up with the participant and their emergency contact as necessary. If you are able to stay with participant until help arrives, please do so.

THANK YOU!



Paige Ballus, Meals-on-Wheels Volunteer Coordinator

pballus@seniorservicesinc.org

336-721-6910

