

Delivery Volunteer FAQs



Clients

What if a client asks me to do something outside of my volunteer role?

Assess if it's safe and appropriate with your time constraints, and if you're comfortable with doing it. Do not drive a client anywhere or do anything you're uncomfortable with. Please stay within your volunteer role.

- Example of appropriate request: bringing in the mail
- Examples of inappropriate requests: picking up prescriptions/groceries or driving them to the store

What if I enter a client's home and they are down on the floor?

Call 911 and call the site coordinator. Stay with the client until help arrives. Do not attempt to move them.

What if I have a concern about one of my clients?

Report your concern on Mobile Meals. Our staff will review your concern and check-in with the client. Do not try to take care of the issue yourself.

What if someone asks me how to become a client or the cost?

Tell them to call Meals on Wheels office at 410-558-0923 and that they will need to fill out an application to get a quote.

What if a client tries to pay for their meal service by giving me cash or a check?

Tell them they must send it in the mail. Do not accept their payment.

What if my client has my cell phone number and calls me to cancel meal service?

Tell them they need to call Meals on Wheels at 410-558-0923. Do not tell them that you will handle it or pass on the cancellation on their behalf.

Delivery Process

What if I am involved in a car accident while volunteering?

Inform your site coordinator about the circumstances of the accident as well as the actions you've taken. Do not continue volunteering and neglect to report the accident to staff.

What if I want to consolidate all of the meals into one cooler instead of the using both the hot bag and cooler?

Deliver the meals using all the appropriate containers provided because keeping meals at correct temperatures is important for food safety. Notify your site coordinator if the containers are damaged, dirty or missing items.

What if my last stop is close to my house and I would like to keep the empty containers once my route is completed?

Please return to the site and drop off the empty containers. They will be needed for the next day's deliveries.