

# Thanks for being a volunteer!



## A few reminders...

### Before you start your delivery route:

- Arrive at the distribution site between 10:30am and 10:45am (specific time based on site). Remember that masks are required.
- Log into Mobile Meals; check for route order & for notes.
- Confirm correct number of meals and special diet meals. Notify your Site Coordinator of any inaccuracies. *See reverse for color code.*

### During your route:

- Plug your hot bag into your car as soon as possible and keep cooler lid on at all times to ensure food is kept at safe temperatures.
- Wear a mask and follow social distancing guidelines:
  - Knock on the door and clearly announce "Meals on Wheels".
  - Wait to see the client open the door and see the meals, or call the client.
  - If the client is not home, hang a green tag on their door.
- Never leave food without confirming the client is home to receive it!
- In case of emergency call 911, then call your Site Coordinator.
- Note any uncertainties or concerns during delivery in Mobile Meals.
- If a client wishes to cancel delivery, tell them to call the Client Engagement Team. *See reverse for phone number.*
- If a meal is labeled "Test Meal" do not distribute to clients. Return the meal to the site after your route so we can monitor temperatures.
- If you have any questions during delivery, call your Site Coordinator or (443) 573-0974 to speak to our site operations staff (not for client calls).

### After your route:

- Return the Meals on Wheels device and all equipment to the site.

*\*Please remember to keep all client information confidential. Do not touch an injured client, and do not accept tips.*