

Home Delivered Meals Procedures

The Home Delivered Meals program (HDM) commonly referred to as “Meals on Wheels” (MOW) is part of the federally funded Elder Nutrition Program which offers homebound residents nutritionally balanced lunches Monday through Friday. The Elder Nutrition Program is operated through Federal Older American’s Act funding and administered locally by BayPath Elder Services. Drivers are Natick Human Services & Council on Aging volunteers. BayPath handles all client referrals and all financial responsibilities related to the program. The suggested donation is \$2 per meal.

What you need for delivery

Delivery equipment is provided to Meals on Wheels drivers daily. Drivers are expected to properly maintain their equipment and return all items at the end of each shift to the site.

- Insulated thermal bags with trays to transport hot food
- Coolers and ice packs for cold foods
- Volunteers own vehicle –drivers reimbursed for mileage \$.50 per mile (subject to change)
- Daily delivery sheets –list of which clients receive meals that day, how many and any dietary restrictions
- “We Missed You” post-its to leave for clients if delivery was attempted but no one was at home. **Meals are never to be left at the house** (It is prohibited by Health Department regulation).

Driver Responsibilities

1. Reliability. Please provide as much notice as possible if you are unable to deliver meals for any reason so that another driver may be found.
2. Sanitation. Drivers must wash hands and food packaging assistants must wear hats and plastic disposable gloves.
3. Food Safety. Use equipment provided to maintain safe temperatures. Thermal bags should be zipped between deliveries to keep food hot and coolers should use ice packs and remain closed to keep food cold.
4. Preparedness. Drivers should scan the delivery sheets before leaving for route and meal changes. Clients may have appointments or dietary changes that will change drivers’ daily routines. Meals should be counted before leaving to check for proper number and type.

Delivery

Meals are delivered between 10 and noon, Monday through Friday. Please wear your seat belt.

Drivers deliver to every client listed and follow individual delivery instructions if any exist. (knocking vs. ringing the bell etc...) Always announce "Meals on Wheels" when delivering to clients so they know who is at the door. Never give meals to anyone other than the client or designated friend or family member.

You may be the only personal contact the client receives for the whole day so please be friendly and patient with them. Allow adequate time for those who may be slow to get to the door. If you go into a home, ask the client where he or she would like the meal to be placed and assist with opening containers if needed. Respect the clients' right to privacy and confidentiality.

If there is No Answer, REPORT IT!

Please call the office *immediately* each and every time a client does not answer the door. If there is no answer at the door, please try calling the client either on your cell phone or use the phone of the next recipient on your list. If the meal recipient answers the phone, return and deliver the meal. Sometimes the client simply did not hear the door. However, if recipient does not answer the phone, call Volunteer Coordinator at the Center at 508-647-6540.

****This is important because clients may have fallen, are unconscious, or are in distress****

Before leaving, secure a "We Missed You" post-it note in a prominent location.

Emergency Procedures

- When in doubt, CALL 911
- Stay with the client until help arrives.
- **Do not** attempt to move the client.
- Call the office so emergency contacts and be notified.

If the situation is of concern but not an emergency, notify Volunteer Coordinator. Examples of this might include: client reporting they do not feel well, reporting that he or she fell earlier but claims to be ok now or appearing unusually confused

or disoriented. When in doubt always call the Volunteer Coordinator: you are the eyes and ears of the program.

Other Messages

If the client mentions that they will be absent for a meal delivery in the future please have them call BayPath to notify them.

Mileage Reimbursement

Drivers should sign mileage reimbursement forms and return them to the Volunteer Coordinator. Total mileage for each driver is completed by the Volunteer Coordinator and submitted quarterly. If a driver does not receive reimbursement in this time frame, please inform the Volunteer Coordinator.

Thank You

Thank you for your service as a Natick Human Services & Council on Aging volunteer. Your activities enhance the lives of Natick's older residents and assist our department in fulfilling our commitment to Natick's seniors.