

# Volunteer Driving Instructions

*Deliver safe, nutritious food*

*Perform Safety Checks*

*Provide Friendly Conversation*

## Before you begin delivery:

- Arrive at your pickup location at the designated time to ensure food safety.
- Log on to the Mobile App.
- Review the Mobile App and ensure that all assigned meals are in the cooler. **Please notify the office immediately of any discrepancies.**
- Note any SKIPs. Written route instructions are printed the night before, so refer to the Mobile App for the most accurate information. Written directions may contain SKIP stickers (note multiple clients at one stop).
- Load the meal carriers into your vehicle and display your car certificate. Be sure to keep the carriers tightly closed to retain proper food temperatures.
- Use Mobile App to navigate to the first meal recipient's location. The App is ordered to be the most efficient, but you may go in any order you prefer.

## Upon arrival at the client's home:

- Remove the assigned meals and place in the plastic bag located in the cooler.
- **KNOCK/RING BELL!** Be sure to note any special delivery instructions on the Mobile App.
- **If the client/caregiver answers the door**, provide some friendly conversation with attention to any potential change in condition.
- Click "Delivered" on the Mobile App. This will prompt the Change of Condition dialogue. **Change of Condition is any notable physical or environmental change to the client that is observed at the time of delivery.**



DO note any new and noticeable relevant changes in health, wellbeing, or environment.



DO engage in casual conversation as you normally would.



DO report any emergency situation immediately to staff and/or appropriate authorities.



DO Report "Change of Condition" in the mobile app.



DON'T ask medical questions.



DON'T ask to be invited into a home for further investigation.

## Examples of Change of Condition:

- John has been delivering to Mary for three months. She normally answers the door immediately. Today, John observes that it takes Mary a significant amount of time to answer the door and she is limping, which she has not done in the past.
- Jackie has been delivering to Henry for two years. His apartment is always neat. Today, he has trouble opening the door because newspapers are stacked on most available space.
- If a Change of Condition is reported a MOW caseworker will follow up with the volunteer, client or caregiver, offering referrals as needed to keep clients safe, independent and healthy.



## Pick-up Locations

Rockland Commissary  
121 West Nyack Rd  
Nanuet, NY

Between 10-11am

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Dominican convent  
175 Rte. 340

Sparkill, NY

9:50am

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Haverstraw Town  
Police Dept.

101 W. Ramapo Rd  
Garnerville, NY

10:35am

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Suffern Free Library  
210 Lafayette Ave

Suffern, NY

10:55am

### Holidays:

Earlier delivery time  
Cooler pick up only at  
MOW

- **If the client/caregiver does NOT answer the door** and you have followed the instructions for delivery:
  - Call the client from your cell phone using the Mobile App (your phone number will be masked during set up).
  - If there is no answer, **CALL THE ADMINISTRATIVE OFFICE** for further instructions. You will be placed on a brief hold then alerted how to proceed.
- **MEALS CAN NEVER BE LEFT ON THE GROUND OUTSIDE OF THE DOOR!**
- Leave a "Sorry we missed you" hanger on the door.
- The meal may be offered to another client (please check food restrictions and remove the label first) or you may enjoy it yourself (we love to have volunteers sample the food they deliver!).
- Enter "Not Delivered" into the Mobile App and move on to the next client.

### **When all deliveries are completed:**

- Sign out of the Mobile App.
- Return carriers back to the pick-up location immediately. Please leave the written instructions in the cold carrier so that MOW can shred them upon return.

### **Other important notes:**

- Please refrain from smoking/vaping at any time during delivery.
- Special items like Blizzard Boxes, Caring Cards, Miles of Smiles or pet food may be included with deliveries.
- Please do not accept gifts or tips from clients.
- Costs for meals are prearranged. Please do not accept payments or mail for MOW from clients.
- If you have car trouble or difficulty with completing your route, please call the offices immediately.

### **Scheduling:**

- If you are signed up for a route on a regular basis (IE Route 20 every Monday), you will always be assumed to be on that route. Should you need to take time off, email the volunteer coordinator at least a week in advance so that the route can be reassigned.
- If you prefer a flexible schedule, you may choose routes based upon your availability.
- Route schedules for the current and upcoming week are posted on the website and updated daily. Available routes will be labelled OPEN. Please email the volunteer coordinator with your preferred route and you will receive a confirmation during regular business hours. **DO NOT CONSIDER A ROUTE ASSIGNED UNTIL YOU RECEIVE CONFIRMATION.**
- If you encounter an emergency and must cancel your route, please call the office and leave a message. Always be sure to include your full name, the route number and date you are scheduled to deliver.

*Together, We Deliver*



**Meals On Wheels**

*Meals are just our first course!*

121 West Nyack Rd, Nanuet, NY 10954

845-624-6325

[www.mowrockland.org](http://www.mowrockland.org)