

## Mobile Meals Instructions

This app allows Meals On Wheels volunteers to access client information, keep up to date on special delivery instructions, and to update any changes of condition for the client. Mobile Meals supports efforts to expand Meals On Wheels by providing more than a meal to the people we serve.



# Meals On Wheels

*Meals are just our first course!*



### Download the Mobile App

- To install the app on your mobile device, search, download and install the ServTracker Mobile Meals app from your App Store or Apple iOS or Google Play.
- Tap on the icon on the mobile device to start the app and login.



### Open and Set up the App

- Enter your name
- Enter phone number-including area code and dashes.
- Customer ID: NY1012.
- The route code is the route assignment that you received from the volunteer coordinator. The route code must be two numbers, so if you're delivering a single digit route number, enter a zero first (IE. for route five, enter 05.)
- Password: Driverpass - always a capital D.
- Passkey changes daily and is based upon the day of the week. If you're delivering on Monday, the pass key is Monday with a capital M. If you're delivering on Wednesday, it is Wednesday with a capital W.

**ServTracker**  
Mobile Meals App

Driver Name: 1

Driver Contact Number:

Customer ID: 2

Route Code:

Password:

Passkey:

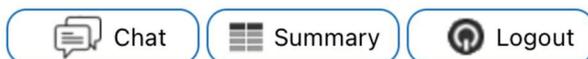
Sign In 3

### Logging On

- Route list-total stops that you have for your delivery that day.
- Bottom of page- Call Office button allows you to call Meals on Wheels with ease.



- Chat button on top of the screen does not work. Please do not use it.**



- Tap the Summary button at the top.
- Then tap the Settings button.
- Choose which navigation method you wish to use. The drop down includes Google Maps, Waze, Mapquest or Apple Maps.
- Mask your phone number so you see the green button. This will allow you to call your clients without them seeing your phone number.
- Save.



Settings

Maps App to Use:

Waze

Mask Phone Number:



## Route List

- List of deliveries (please note multiple people at the same address will have a special icon ).
- Tap on the first person's name. Delivery details appear, which will include the person's name, their address and special instructions. (**Be sure to review the special instructions before you deliver to each meal recipient.**)

Special Instructions:

Go down the driveway entrance on side of the house - Knock loudly-Make its West Nyack and NOT Nanuet

- Tap Get Directions and your navigation appears.

0 / 5 Serving today



### 5. Calo, Andres

272 E. Townline Rd, West Nyack, NY 10994



- When you arrive at your destination, tap the very top left-hand corner to bring you back to the mobile app.



## Meal Types

- First number is the quantity. The second number is for Meals On Wheels coding, followed by the meal type.
  - 1 - 1-Hot House
    - Extra Meal Delivered
  - 1 - 2-Supplement House
    - Extra Meal Delivered
  - 0 - None
- Extra meal button is not applicable to our services.

## No Answer at Door

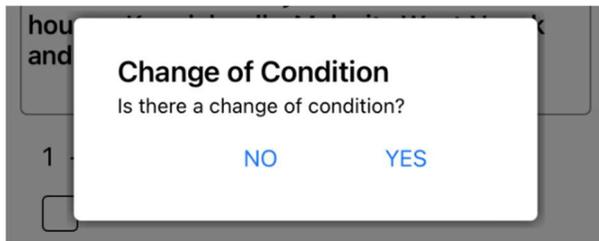
- Use your Mobile Meals app to call the client first.
- Please be patient, most seniors are slow to answer the door and the phone.
- If they still do not answer then **you must call Meals On Wheels for further instructions.**
- NEVER leave the meals - this is due to food safety regulations.
- If unable to deliver, tap on the red **Not Delivered** button.

## Successful delivery

- Tap the green **Delivered** button, which prompts a change of condition question.

## Change of Condition

- A change of condition is any change in physical and/or mental status, social changes, changes in self-care or personal hygiene, or neglecting household responsibilities or activities. These must be reported.



- When to call 911? If a client has fallen or is experiencing serious symptoms, such as shortness of breath, please call 911 right away, and then contact the office. Other serious symptoms might include chest pain, or signs of a stroke such as face drooping, speech difficulty and arm weakness. You should call 911 right away, and then contact the office. Please report this as a Change of Condition on the app.
- Change of Condition entries are in real time. Meals On Wheels caseworkers will be able to take immediate action.
- If there is no observable change in the client, tap No.
- To note a change, tap Yes.
- To cancel, press the Cancel button.
- Tap the Submit button and the next route stop will appear.



### Change Of Condition

- Health (Physical/Mental)
- Self-Care/Personal Safety
- Mobility
- Nutrition
- Home Environment
- Social Isolation/Loneliness
- Emergency/911

### Additional Comments:

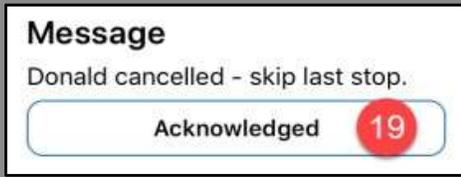
She said she fell last night getting out of bed.  
Has a black eye

CANCEL

SUBMIT

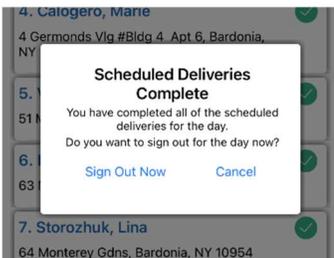
## Messaging

- Meals On Wheels staff can message you through the Mobile Meals app.
- Often related to a last-minute change in delivery.
- Once you read the message tap acknowledged to continue with your deliveries.



## Successful Deliveries

- Once you have successfully completed all your deliveries, the app will prompt you to sign out.



- Sign your name and check the two questions.
- Tap Done.

[Route List](#)
[Summary](#)
[Logout](#)

Employee Signature

*Best Volunteer*

sign above the line

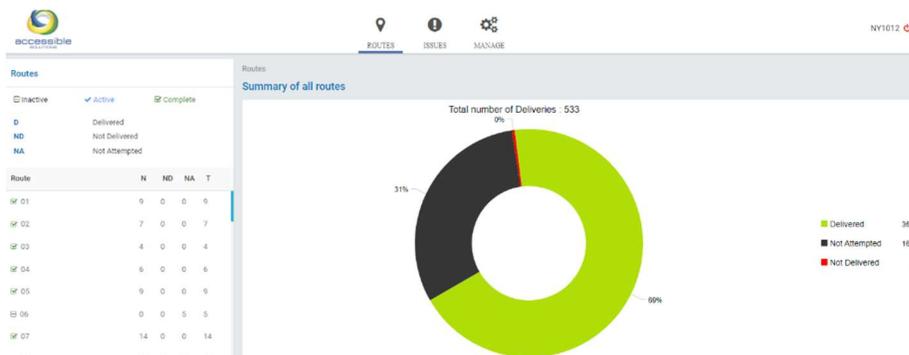
I agree that this is my signature

I have visited all clients as specified and logged by the Mobile Meals application

[CLEAR](#) [DONE](#)

## Dashboard

The dashboard gives the staff the ability to check the progress of your delivery and ensure that all routes are delivered on a timely basis.



*Together, We deliver!*