

VOLUNTEER DRIVING INSTRUCTIONS



BEFORE YOU BEGIN:

- Arrive at your pick up location at the designated pick up time (see next page) to ensure food safety.
- Log on to 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. The mobile app will have the most up to date information. Written route instructions are printed the night before, so refer to the Mobile App for the most accurate, up to date information. Written directions may contain SKIP stickers (be sure to note multiple recipients 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 the proper food temperature.
- Use Mobile App to navigate to the first meal recipient's location. The App has each stop in the order to be most efficient, but you may go in the order you prefer.

UPON ARRIVAL AT THE RECIPIENT'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 recipient or caregiver answers the door,** provide some friendly conversation please note any 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 recipient that you observe at the time of meal delivery.**

- DO note any new and noticeable relevant changes in health, well being 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**

Change of Condition Examples

- John has been delivering meal to Mary for three months. She typically answer the door immediately. On this visit, John observes that it took 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 up all over.
- If a Change of Condition is reported a MOWR caseworker will follow up with the volunteer, client or caregiver, offering referrals as needed to keep clients safe, independent and healthy.

VOLUNTEER DRIVING INSTRUCTIONS (continued)



- If a client does not answer the door and you have followed the instructions for delivery:
 - Call the client from your mobile 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 instructed how to proceed.
- **MEALS CAN NEVER BE LEFT ON THE GROUND OUTSIDE OF THE DOOR!**
- Leave a “Sorry We Missed You” door hanger on the door.
- The meal can 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 mobile app and move on to the next recipient.

WHEN ALL DELIVERIES ARE COMPLETED:

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

OTHER IMPORTANT NOTES:

- Please refrain from smoking/vaping at any time during delivery.
- Special items like Pantry Boxes, Caring Cards, Miles of Smiles or pet food may be included with a delivery.
- Please do not accept gift or tips from recipients.
- Costs for meals are prearranged. Please do not accept payments or mail for MOWR from recipients.
- 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 (i.e. Route 20 every Monday), you will always be assumed to be on that route. Should you need to take time off, please email the Volunteer Coordinator at least a week in advance so that 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 are 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 have an emergency and must cancel, please call the office and leave a message. Always be sure to include your full name, route number and date you are scheduled to deliver.

PICK-UP LOCATIONS

Office: 845.624.6325

•
MOW Rockland
121 West Nyack Rd
Nanuet, NY
Between 10:00-
11:00am

•
Dominican Convent
175 Rte. 340
Sparkill, NY
9:50am

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Haverstraw Police Dept
101 W. Ramapo Rd
Garnerville, NY
10:35am

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Suffern Free Library
210 Lafayette Ave
Suffern, NY
10:55am

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Holidays:
Earlier delivery time
9:00-10:00am
Cooler pick up only at
MOW