SENIOR SERVICES

Meals-on-Wheels

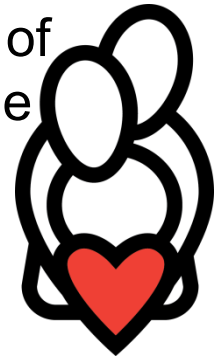
Meals-on-Wheels Hot Meal Delivery

The People We Serve

Meals-on-Wheels serves seniors within Forsyth County who:

- Are 60+ years old
- Are homebound and unable to obtain and prepare a nutritious meal for themselves

- Prior to participants starting service, a staff person has gone to their home to conduct an assessment. They check the safety of the environment, determine eligibility and get a better understanding of their needs. In-home reassessments occur every six months while they're on the program.



Volunteers are the Heart of the Program

Our volunteers play an important role!

- You are providing more than just a meal: Many of the participants do not have regular visitors and really enjoy the brief moment of human interaction and connection they receive through the deliveries.
- You are also bringing peace of mind by providing a brief safety check, ensuring they are okay that day.
- We encourage you to make the encounter warm and friendly. You are making someone's day!

MOW Scheduler System

When you are assigned a route, we utilize the MOW Scheduler System. The system will:

- Send out automatic alerts via email or text as long as we have that contact information for you at 9:00AM the day prior to your route.
- If you are unable to deliver your route, please contact us asap so that we may get a sub.

Help Wanted Page

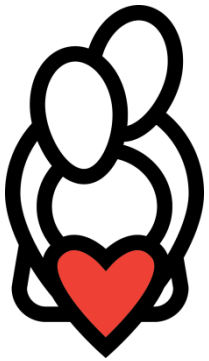
If you have free time in your schedule and would like to sub a route, please visit the Help Wanted page to find routes that need a sub during the current week.

How to Find the Help Wanted Page:

1) Visit the Senior Services website
2) Choose “Current Volunteer” from the Volunteer Tab
3) Select the “Click Here to Sub a Route” button

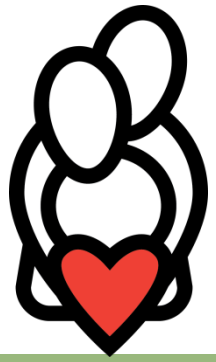
Or use the following link:

https://www.seniorservicesinc.org/current-volunteers/

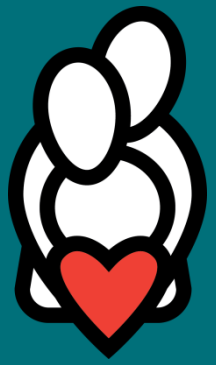


Overview

- Meal pick-up is between 9:30-11am. Doors will not open before 9:30.
- All meals must be delivered no later than 1:30 PM
- Route will take roughly 1-1.5 hours to deliver
- Canceling route/needing a sub: While we prefer you deliver your planned route, we understand emergencies do arise. If you need to cancel your route delivery, please contact us as soon as possible. We will need to find a substitute to cover your route.

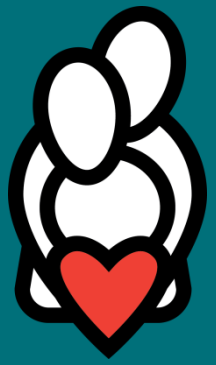


Safety Measures:



Remember anyone who has been diagnosed with COVID-19, who is showing symptoms of COVID-19, or who may have been exposed to COVID-19 should not volunteer.

Meal Pick-up Procedures



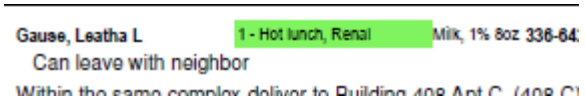
- Pull car around to Meals-on-Wheels entrance
- Please use the outer two lanes under the portico (do not park in middle row).
- Get a rolling cart as you enter the building and find your route station (stations are marked with route names.)
- Your route sheet will be at your station, along with one cooler containing cold side items.
- You will load this cooler on to your cart and push it to the warming ovens. A staff member will take the number of meals you need out of the oven and place them in a cooler and then place it on your cart.

Pick up Procedure at Satellite sites:

-A van will arrive at designated time/location.
-If you arrive after the van leaves there will be a designated space for the coolers in the building.
-Please return your coolers to the same location.
-Please contact the office to alert us of any non-deliveries on your route.

Route Sheet Information

- Menu changes daily: The menu for each day will be listed on the dry erase board outside.
- Participants may receive a milk or juice or elect to not have a beverage. This will be noted on the route sheet.
- All meals are diabetic friendly (participants marked regular or diabetic ***receive the same meal***)
- If you have someone that receives a RENAL meal, please ensure you have meals prior to leaving.

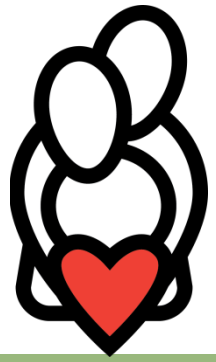


- Sometimes OJ/pineapple juice/grapefruit juice is listed on the menu as a ***fruit side*** . All participants should receive a fruit side *in addition* to their regular milk or juice beverage.
- Total meal and beverage counts are listed under route summary on the last page of sheet

Route Summary

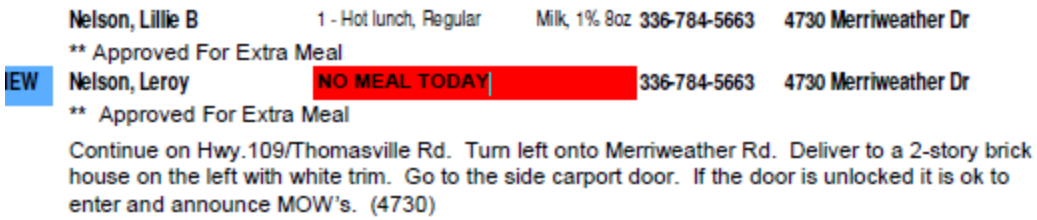
Hot lunch, Renal	1
Hot lunch, Regular	2
Hot lunch, Diabetic	1
TOTAL:	4

Milk, 1% 8oz	2
Juice	2
TOTAL:	4



Route Sheet Information

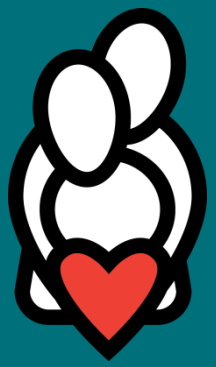
- If a participant has called in at least 24 hours in advance to cancel- the route sheet will be printed with “No Meal Today” beside their name. There will not be a meal for this person in your delivery total. Please note the designation only applies to one person in the two-person household listed below. Lillie Nelson should still receive a meal, even though Leroy does not.



- If a participant cancels the day of- “No Meal Today” will be handwritten on the route sheet.

  Please still take this meal out and deliver to a participant that has

  **Approved for Extra Meal under their name.

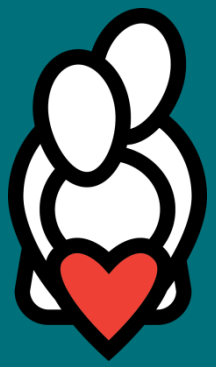


What if nobody answers the door? (Non Delivery):

1. Check special instructions on the route sheet. Sometimes we include special notes for how to deliver to individuals.

2. After knocking/ringing door bell, pause and listen for activity in home, they may call out that they are on their way. If no answer, call participant's phone number.

3. Place a door hanger on the participant's door to signal a delivery attempt and write "not home" on route sheet by their name.

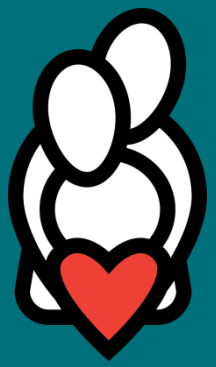


What do I do with the extra meal?

1. Please give the extra meal to a participant that has ** Approved For Extra Meal under their name and mark who received the extra meal on the route sheet.

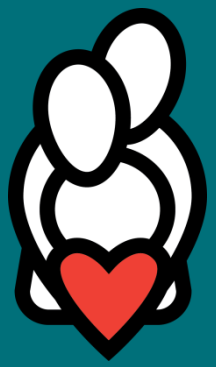
Clayborn, Evelena R 1 - Hol
** Approved For Extra Meal

If the last person on your route isn't home, please give meal to a prior approved participant.



What do I do when I'm finished delivering?

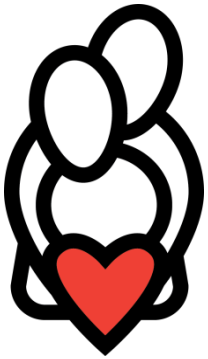
1. Indicate the time of the last meal delivery
2. Sign the route sheet
3. Return route sheet and coolers to Senior Services.
4. If at satellite site, leave route sheet in your cooler OR mail/fax it back to Senior Services.



What do I do in case of an emergency?

If a participant seems agitated, seriously ill, has home maintenance problems, etc. please call us at (336) 721-6931 and report the issue.

If there is a medical emergency, call the Meals-on-Wheels office and we will call 911. If the person is bleeding or unresponsive you may call 911 before calling the office. Staff will follow up with the participant and their emergency contact as necessary. If you are able to stay with participant until help arrives, please do so.

THANK YOU!

Paige Reilly, Meals-on-Wheels Volunteer Coordinator
preilly@seniorservicesinc.org
336-721-6910