

CABARRUS MEALS ON WHEELS – VOLUNTEER DELIVERY GUIDELINES

Route 1-16

JOB DESCRIPTION:

Volunteers use their own vehicles to deliver hot meals to homebound individuals from an average time 11:00 a.m. to 12:30 p.m. on an assigned delivery route. You may work a scheduled day or on a substitute basis. We recommend that you deliver with a partner, one to drive and one to serve the meal.

RESPONSIBILITIES:

1. BE DEPENDABLE AND PUNCTUAL FOR YOUR SCHEDULED DELIVERY DAY

If you cannot deliver, please call your Route Chairman or the CMOW office at **704-788-3412**. You may leave a message if staff is not available or it is after business hours.

2. ARRIVE AT NORTHEAST MEDICAL CENTER SITE BY 11:00 A.M.

- Sign in, pick up the route book, tray, and coolers.
- **Always** review route book for changes and **count** the meals in your coolers.

3. DELIVER PROCEDURES

- Knock, identify yourself, and follow instructions in the route book for each client.
- Deliver a **Regular or Modified meal and beverage according to directions.**
- Every client receives a hot meal, salad, dessert, bread and beverage.
- **Chopped Meals** — hot tray only is marked chopped.
- **Pureed Meals** —hot tray, dessert, and salad is marked pureed.

4. REPORT UNUSUAL CIRCUMSTANCES TO CMOW AT 704-788-3412

- **Do not leave a meal.** If client does not answer the door, investigate from outside the house. Try another door, tap on a window, check with neighbors. Remember many clients are hard of hearing and often slow getting to the door. Immediately call the CMOW office and we will notify the family. We will instruct you as to what to do with the meal when you call.
- Client appears to be confused, disoriented, or abusive. Notify CMOW office immediately.

5. EMERGENCY PROCEDURES

If a client has fallen or is injured, **do not attempt to lift the client.**
Call CMOW at **704-788-3412**, we will call 911.
Wait for help to arrive then continue with the deliveries.

6. RETURN EMPTY COOLERS AND MATERIALS TO NORTHEAST MEDICAL CENTER BY 1:30 P.M.

- Place route book and tray on cart. Place coolers on the hospital carts.
- The mileage you drive for CMOW is tax deductible.

7. PLEASE DO NOT DELIVER MEALS IF YOU HAVE HAD A FEVER IN THE PAST 24-48 HOURS.

8. Volunteers **MUST NOT** Accept Money/Payments from clients. Please do not run errands for clients. If you suspect a problem or special need, please call CMOW and report it to the staff.

THANK YOU

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