

Procedures for Home Delivered Meal Volunteers

The Home delivered meal program is considered a long term support program. The daily check in at noon time assures the health and welfare of each person having a meal delivered.

1. A MEAL CAN ONLY BE LEFT IF ALL THE FOLLOWING CRITERIA IS MET:

- A. Recipient is at home
- B. You personally see the recipient
- C. You receive a positive verbal response

2. A MEAL CANNOT BE LEFT IF:

- A. Recipient does not answer the door, even though a note is left giving instructions to leave a meal, or
- B. You do not see the recipient, or
- C. You do not get a positive verbal response from the recipient, or
- D. Recipient cannot be reached and no authorization has been made from the Meals on Wheels Coordinator to leave a meal.

If any of the above circumstances occur, either proceed to the next delivery point or use your cell phone to call the Senior Center at 793-5596.

Additional Procedures for Home Delivered Meal Volunteers

1. If at any time you find a recipient in a serious health condition (chest pains, bleeding, cannot speak) do not hesitate to call 911. Report immediately to the Senior Center. Do not move the recipient under any circumstances as you may cause further injury.
2. Report all circumstances you feel are unusual.
3. Do not act as a messenger for the cancellation of meals. Please ask the recipient to call or put the message in writing notifying the Meals on Wheels Coordinator at the Senior Center if they must cancel a meal.
4. Payment may be accepted from recipients if it is in a sealed envelope. Do not take cash or make change.
5. Keep all identifying information concerning recipients CONFIDENTIAL.

Thank you.