



# Guidelines for Meals on Wheels Delivery

Updated May 22, 2020

For over 45 years, 365 days a year, volunteers like **YOU** have been delivering meals to Pullman's homebound. ***Thank you for volunteering!***

## ***Before Delivery***

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- If you are unfamiliar with the program or Pullman, please ride along with an experienced volunteer prior to your scheduled time, or have one accompany you.
- If you'd like to drive the route beforehand, please contact your coordinator for a sample route sheet.

## ***Meal Pick-Up***

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- **Meals are to be picked up between 11:15 a.m. to 11:30 a.m.\* at Bishop Place** (815 SE Klemgard Street). Pull into the right-hand parking lot at the main building, and park in the Delivery Zone. When you enter the door which the sidewalk leads to, the hot and cold food carriers will be waiting for you by the door to the kitchen. \*When the route takes longer than 1 hour, meals should be picked up by 11:10 a.m.
- **Re-usable shopping bags** are available by the bulletin board. Take 1-2 to carry the returned trays.
- **Sign-in on the Volunteer Time Log** (some funding is determined by volunteer hours).
- **Each route will have 3 things:** ▶ a clipboard with the Route/Client List; ▶ a cold-food carrier (milks, salads, desserts); ▶ the hot-food carrier.
- You may use one of the carts to take the carriers to your car. Please return the cart to the hallway before you leave.
- You may want to check the carriers and compare meals with the route list to double-check that you have enough food to cover all clients for your route.

## ***Delivery***

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- The Route List on the clipboard lists each client for that delivery route. All clients receive a meal that day unless his/her name is crossed out.
- In the right-hand column will be listed specific days of delivery (if not 7 days a week). It will also indicate if the client receives milk.
- **Driving instructions** are included on the clipboard. These are designed to take you from one location to the next efficiently. Please deliver the meals in the order listed – the clients expect the meals at the same time each day. A map of Pullman is available on the bulletin board for your convenience.

*(continued on back)*

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### **Pullman Community Council on Aging**

- ◆ Meals on Wheels
- ◆ Senior Chore Service
- ◆ Guide to Senior Services

P.O. Box 1123 Pullman, WA 99163  
[www.PullmanCCoA.org](http://www.PullmanCCoA.org) 509/339-4000  
[PullmanComCoA@gmail.com](mailto:PullmanComCoA@gmail.com)

- Hot-food trays are stacked in the hot-food carrier. ***Any special meals (i.e. for those with dietary restrictions) will be labeled with the recipient's name.*** If no meals have identification, it means they are all the same.
- Cold foods include milk, salad and dessert. ***Any items that need to go to a specific recipient will be labeled.*** Not all clients receive milk.
- Clients are encouraged to leave their doors unlocked so you can knock, enter and call out their name or announce "Meals on Wheels". Sometimes there are unique situations where the front door needs to remain locked; be sure to knock loudly and give the client plenty of time to reach the door. Please read the delivery instructions for each client carefully, as often there are special notes.
- Pick up hot-meal trays from the previous day to return to the kitchen. Do not put them in either of the food containers – place them in a re-usable shopping bag.
  - If the client does not provide the empty tray, please ask for it. Bishop Place runs all returned trays through the dishwasher to clean and disinfect them regardless of how clean they are when they are returned. The containers are expensive and are needed back so they can be used the next day.

***If you need assistance with a client or delivery,  
call 509/339-4000.***

### Questions

- The client is not home – If the client did not leave a note and cooler, ***do not leave the meal.*** Call us at 509/339-4000 so that we can check to make sure the client is all right. Return meal to Bishop Place – note on clipboard that client wasn't home.
- You can't find a parking spot – Find a safe, temporary place to park temporarily; turn on your emergency flashers and make the delivery as quickly as possible. If there is a second volunteer, leave one person with the car.
- You are concerned for the client's health - If the client's life is not in danger, but you are concerned about their health, please call us at the phone number above. ***\* If you are unable to rouse the client, he cannot move or speak, or has fallen and may be injured, DO NOT MOVE THE CLIENT.*** Call us (509/339-4000) to alert us to the situation. We may instruct you to call 911 if the client agrees. If the client is unconscious, call 911 even if you can't reach us. We will make arrangements for the rest of the meals to be delivered.
- Damaged Containers - Notify us at the number listed.
- Driving instructions are confusing – Call us to suggest improvements.

***Thank you for assisting Pullman seniors today!***

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