

## Pullman Meals on Wheels procedures for delivery volunteers

UPDATE 7: November 1, 2020



As of 11/1, Bishop is on lock-down and not allowing volunteers to enter. We are therefore unable to take advantage of their screening protocols.

With the virus spread, it is vital that MoW volunteers be screened prior to delivery.

All volunteers must conduct a **self-screening each time they volunteer**, and **document** that on the provided form (self-attestation).

All Meals on Wheels volunteers, along with those also in the car, must follow these new procedures to protect our clients from virus exposure.

1. **PRIOR to arriving for meal pick-up**, volunteers must complete the **health self-screening** on the provided form. This needs to be completed each time you volunteer.
2. Meals on Wheels volunteers and those in the car with the delivery volunteer are required to wear a face mask at all times.
3. Drive up to the **circular drive** directly in front of Bishop – no need to park. You will not enter the building.
4. The food carriers will be waiting on the main entrance sidewalk or by the tables in front of the front door. If the food carriers are not there yet, please wait inside your car until the kitchen staff brings them out. Sometimes the staff will come from the kitchen through the side doors and sometimes through the front area doors, but they will usually try to get the volunteers' attention.
5. There have been times when the meals haven't been ready until closer to 11:30 a.m. – the kitchen staff has a lot going on right now, and we ask that the volunteers be patient and not try to contact the reception staff about where the meals are. IF the meals have not come out by 11:40 a.m., then knock at the side door to check.
6. After delivery, the food carriers, returned trays, and clipboard can all be left in the same location.
7. If you have comments or questions about your deliveries, please contact me at 509.339.4000.

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- \* We have provided hand sanitizer for in the reusable shopping bag for volunteers to use throughout delivery. If you find that the sanitizer supply is low, please have your coordinator contact us. → **PLEASE NOTE: the Volunteer Time Log is located on each route's clipboard** ← **Be sure to enter your time** – we need this information for our financial support.
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### We are using a no-contact meal delivery system.

- Meals are delivered in individual plastic bags. One bag contains all the meal items for each client, including the separate side dishes. Milks are not included, because we are delivering them weekly on Tuesdays.
- Clients have a clear drop-off spot for their meals (cooler, table outside their door, etc). If the tray to be returned is not there, that's ok – please do not try to contact the senior in order to get it.
- After placing the meal where indicated, **please knock or ring the bell** to let the senior know the meal has arrived (unless otherwise indicated on the instructions). **You do not need to wait for them to answer the door.** If they do answer the door, please remain at least 6 feet away.
- If you have any reason to be concerned about the senior, i.e. yesterday's meal is still in the drop-off spot, please call Nancy immediately, while you are still at their house, (509) 339-4000. Please be assured that we are monitoring the health of the clients, maintaining similar precautions as to virus exposure and symptoms. Should a client be diagnosed with COVID-19, we will immediately contact any volunteers who have had in-person contact within the previous 2 weeks.

Thank you for your help as we face this new challenge together as a community.

Nancy Backes, Executive Director

[PullmanComCoA@gmail.com](mailto:PullmanComCoA@gmail.com)

509.339.4000

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### Pullman Community Council on Aging

◆Meals on Wheels

◆Senior Chore Service

◆Guide to Senior Services

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