



Guidelines for Meals on Wheels Delivery

Updated 10/07/2021

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

- 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

- **Meals are to be picked up at ~ 11:15 a.m. at Bishop Place** (815 SE Klemgard Street). Pull into the drive-under at the front entrance of Bishop Place. The Route A and Route B hot food carriers, Route clipboards, and reusable bags will be on the sidewalk right there in front.
- **Each route will have 3 things:**
 - ▶ a clipboard with the Route List, Driving Directions (if you prefer not to use your phone for directions), and the Volunteer Time Log;
 - ▶ a reusable bag (to return meal trays from the clients); and
 - ▶ the hot-food carrier (black insulated box labeled by route; sometimes there are two for a route if meals do not fit into one box). The hot-food carrier contains the hot meal (in tray), salad, and dessert which are all put into a bag, ready for you to deliver.
- Check that you have the correct number of meals/milks for the route you are delivering.
- **Sign-in on the Volunteer Time Log** located on the clipboard under the Route List. (some funding is determined by volunteer hours).

Delivery

- 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.
- On the right-hand side will be listed specific days of delivery (if not 7 days a week). It will also indicate if the client receives milk.

(continued on back)

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 509/339-4000
PullmanComCoA@gmail.com

- **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.
- Please read the delivery instructions for each client carefully. The instructions will be clear as to where you are to put the meal. There are also often special notes. It is very important to follow the instructions on the Route list.
- Pick up hot-meal trays from the previous day. Do not put them in the hot-food carriers – place them in a reusable bag.
 - If there is no return tray or there are multiple, you can make a note on the Route form but there is no need to contact the client.

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

Questions

- 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.

Note: Right now, since we are following COVID protocols, there is limited or no contact with the clients, but should you become aware of a concern for a client, follow the note above.

Thank you for assisting Pullman seniors today!

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