



# Volunteer Delivery Driver Information Sheet

The mission of Meals on Wheels of Lamoille County is to improve health and enhance the quality of life for our community elders by providing nutritious meals and social interaction.

**Thank you for being a Meals on Wheels of Lamoille County Volunteer!**

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- **Where do I pick up meals?**
  - When you arrive at Meals on Wheels of Lamoille County, use the door with the Meals on Wheels of Lamoille County sign over it. Hot bags and coolers will be lined up with the route sheet on the top. If the cooler/bag is too heavy, we have a cart available, or we can load your car for you; just let us know.
- **What time should I arrive to pick up meals?**
  - Meal pickup is from 10:15-10:45 am. If you arrive earlier, there may be a slight wait as our kitchen staff will still be preparing the homemade meals. If you need to leave earlier than 10:15, please let us know and we will do our best to have your meals ready for you earlier.
- **How will I know where I am going?**
  - We will provide you with a driver's sheet that has detailed driving directions. Your driver's sheet will also include additional important details about each delivery location in **bold**.
- **How long are the delivery routes?**
  - Most routes average 15-40 miles and take less than 2 hours between pickup and delivery. VT roads can be challenging at times so, if there is a house you cannot reach, please let us know so we can make other arrangements.
- **Is Mileage reimbursed?**
  - MOWLC reimburses \$0.50 per mile, or you can donate your mileage to the program, whatever works best for you. Mileage starts and ends at the Meals on Wheels building. Mileage sheets are available on the side table in the meal pick-up room.
- **Can I bring a friend/family to deliver with me?**
  - YES, you can, and we encourage that, BUT we need to know about it in advance and have them sign a confidentiality agreement.
- **Why is a Confidentiality Agreement necessary?**
  - The identity of anyone receiving Meals on Wheels services is confidential, as is any information gained through access to their home. Please DO NOT talk about recipients to others, share things on social media or take pictures.
- **Is Lunch provided?**
  - We are happy to provide meals to our volunteer delivery drivers and their helpers. Please let us know if you would like a meal when you pick up your route and we will have one ready when you return.
- **How am I identified as a Meals on Wheels Volunteer?**
  - We have made badges for you to wear when you make deliveries so that people know you are a Meals on Wheels volunteer. They are hanging near the side table in the meal pick-up room.
- **What do I do if the recipient does not answer the door?**
  - Sometimes, it may take a while for the recipient to get to the door (this may be indicated on the driver's sheet).
  - The recipient's phone number is listed near their name. Please try calling them and try knocking one more time.
  - If there is still no answer, mark on your driver's sheet that the meal was not delivered, then add any notes you think are important and we will get in touch with their emergency contact person.
- **Can I leave a meal outside or in a cooler?**
  - **Never leave the meal outside, on countertops, or in a cooler.** This could cause a foodborne illness. Always give the meal to someone, put it in the fridge or bring it back to Meals on Wheels. Please read the instructions on the driver's sheet.
- **How will Meals on Wheels know if I was not able to deliver a meal?**
  - There will be boxes on your driver's sheet to mark if the meal was delivered or not. Please use that area so we know if someone was not home. We follow up with all clients that are not home at the time of delivery so it is essential to let us know if you cannot deliver a meal. **Please always return your driver's sheet to Meals on Wheels.**

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- **How are the Meals Packed for delivery?**
  - Hot Meals are packed in the Red Bags:
    - The red bags are "hot bags" that plug into your car's 12-volt power port (a.k.a. the cigarette lighter socket). The heated bags will keep the meals HOT to avoid foodborne illnesses.
    - Always plug the red bag into your car. If you cannot do this, please let us know. Keep the insulated insert on top of the food and keep the bag zipped between stops to maintain the heat.
    - On some days during the summer months (usually on Fridays), we will do a cold meal. The cold meals will be placed in the Red Bags with ice packs. The power plugs on the Red Bags will be removed and we will note "Cold Meal Today" on the front page of your driver's sheet.
  - Cold or Frozen items and sides are packed in insulated bags or coolers:
    - You will most likely have a hard-plastic cooler with freezer meals, milk, and any sides that go with that day's lunch. Follow your driver's sheet for proper delivery.
- **How will I know who gets what for lunch?**
  - Your driver's sheet will list each recipient's name and phone number, driving directions, special delivery instructions and what they ordered for lunch.
  - Most, but not all, recipients will get Milk with their meal. If they have requested milk, it will be listed separately.
  - Side items like desserts, breads and fruits, that do not fit or cannot be placed in the meal tray, will be listed on the front page of the driver's sheet but not on each individual recipient's meal list. Everyone will get the sides unless we put a note saying otherwise.
- **What does a Special Meal mean?**
  - If a recipient's meal is listed as a "Special Meal" it means that person has a meal explicitly made for them due to special dietary requirements or special requests.
  - Special Meals will always have the recipient's name on the meal tray label. Special Sides will also be labeled with the recipient's name.
  - Special Meals will be placed at the top of your hot bag and any Special Sides will be placed at the top of the cooler or insulated bag so you can locate them easily.
- **What is a "Well Check Visit"?**
  - Please feel free to spend a few minutes with each recipient. In some cases, you may be their only company of the day. If you notice a recipient is not feeling well, could use help with other services, or needs repairs done, let us know by writing it on your driver's sheet, and we will try to connect them with other programs.
- **What if the recipient gives me a donation?**
  - Some recipients may give you an envelope as a donation for the meals they receive. Please mark that on the driver's sheet and leave it on top of the cooler with the driver's sheet when you return to Meals on Wheels.
- **Do we deliver anything other than meals?**
  - Once a month we ask for your help in delivering petfood, food boxes and library books. This may or may not happen on the day of your delivery.
  - Pet Treats - there are dog bones on the side table in the meal pick-up room so you can give special treats to the furry friends on your route.
- **What if I Suspect abuse?**
  - Staff and volunteers are mandated reporters. If you feel there is self-neglect or abuse, notify the Meals on Wheels executive director at 802-888-5011 ext1. You can also call Adult Protective Services at 1-800-564-1612 or online at [www.dlp.vermont.gov/make-report](http://www.dlp.vermont.gov/make-report).
- **What happens if there is Inclement Weather?**
  - A Meals on Wheels representative will call you if we close due to inclement weather. You can also check our Facebook Page or listen to WLVB 93.9.
- **What if I am unable to deliver my route?**
  - Please call us as early as possible to let us know at 802-888-5011. You can try both extensions to make sure that you get in contact with someone.