



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

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.

Where should you 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 you 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.

Mileage: 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 wooden shelf in the kitchen.

Lunch: Please let us know when you pick up your route if you would like us to set aside a meal for you that you can have when you return. We are happy to do it!

Badges: 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 window where you pick up the meals.

How long route: Most routes average 15-40 miles and take less than 2 hours between pickup and delivery. VT roads can be challenging at times. If there is a house you cannot reach, please let us know so we can make other arrangements.

How will I know where I am going? We will provide you with detailed directions- we call them a **driver's sheet**. **Your drivers' sheet will also include important details about each delivery in bold.** There will be a spot on your drivers' 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 that. **Please return your driver's sheet.** Thank you!

How will I know who gets what for lunch? Your drivers' sheet will list the recipient's name and phone number, directions, and in the far column what they ordered for lunch and if they want milk. Milk will be listed if they want it. Please keep in mind **that the sides are not** listed, so everyone will usually get the sides we pack separately with the milk unless we put a note saying otherwise.

What does a Special Meal mean? If the drivers' sheet is marked "Special Meals," that means that person has a meal explicitly made for them, **and their name will be on their meal at the top of your hot bag.** Most of the time, we put all "Special Meals" on the top of the stack so you can find them easily.

What to do if the recipient does not answer the door? – The recipients' phone number is listed near their name. **Please try calling them** and try knocking one more time. Sometimes it takes a while. If there is still no answer, note your drivers' sheet has not been delivered, and we will make contact with their emergency contact person.

Can you 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 drivers' sheet.

Red Bag & Coolers: The red bags are heated "hot bags," so the meals stay 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 during stops to maintain the heat. You will most likely have a hard-plastic cooler with freezer meals, milk, and any sides that go with that day's lunch. Would you please follow your drivers' sheet for proper delivery? (We do some cold meals in the summer and may remove the plugs from the red bags)

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 drivers' sheet, and we will try to connect them with other programs.

Receiving 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 sheet & directions.

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.**

Confidentiality: 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.

Pet Food, Food Boxes, Library Books: There are dog bones near the mileage sheets so you can give special treats to the furry friends on the route. This may or may not happen on the day of your delivery. Once a month we ask for your help in delivering petfood, food boxes, and library books.

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.

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 @ dlp.vermont.gov/make-report.

Can't deliver your route: please call us as early as possible to let us know 802-888-5011. You can try both extensions, so you make contact with someone. Thank you!