



BERKELEY COUNTY MEALS ON WHEELS

DRIVER GUIDELINES

Our office hours are Monday through Friday, 8 am to 12:00 noon. Our Program Manager, Dianne Waldron, can be reached at **304-263-6622**. Please feel free to contact the office with any questions or concerns.

Each Driver is assigned a specific route for a specific day of the month. You will be responsible for that route and that day. We know there will be times when you will be unable to deliver. We appreciate notification **in advance** so we have time to find a substitute. You will be trained by an experienced driver, so you are comfortable on your assigned route. After training, you'll drive your own vehicle and use your own gasoline.

Your safety is important to us! Please call the office during your route if necessary and/or the office can/will call you when instances occur.

Unless otherwise notified, we begin packing hot trays and sending driver's out on routes with the two-part meals (hot and cold) at approximately 10:00 am Monday through Thursday. On Fridays, it's approximately 9:45 due to there being weekend meals that also need to be made and delivered that day. Drivers should plan to arrive 15 - 30 minutes earlier than hot tray packing, allowing time to check route lists and receive special instructions. It is imperative that you **check the driver book each time you drive** as changes occur frequently. Specific instructions need to be followed. **Driver books are on the sign-in table.**

As soon as you arrive, please sign in with name and route number on sign-in sheet on "driver's table". Trays are packed in order of driver sign-ins. If the driver has questions or concerns once they have read the driver book, please ask **BEFORE** leaving on the route. Either copy client's names and directions or take Driver Book with you on the route – **TAKING CARE TO RETURN IT THE SAME DAY.**

Locate **all parts** of what you are to deliver --- cold bags (one per client with name on outside of the bag). Cold bags for Routes 2 and 3 will be found in coolers near the drivers' table and, perhaps, a bag or two in the refrigerator. Cold bags for routes 1, 4, 5, 6, 7 will be in the refrigerator nearest the kitchen windows and will be marked with route numbers. The Monitor will help you locate all your cold bags. Please ask them if you have any questions or concerns.

Most routes have at least two or three cold bags. **PLEASE CHECK REFRIGERATOR CAREFULLY**, so you won't have to return to after leaving for your route. Hot trays (one per client with name on lid) will not be ready until 10:00 am. If you have any questions, please do not hesitate to ask. When your route's meals are ready to be packed into your cooler, the Monitor will let you know to come in and pack your meals.

WHEN MAKING DELIVERIES:

Follow the route listing as closely as possible it is set up so that trays, bags, and route books correspond. Route books on driver table will often have specific instructions about delivery (i.e. deliver to back door, knock loudly, etc), so please read all directions and instructions carefully. If you choose to copy instructions rather than take the master driver book with you, be sure to carefully copy all instructions as they are specific to each client. Changes occur frequently and you cannot assume that the instructions have stayed the same.

Each client will receive one hot tray and one cold bag.....unless otherwise notified by staff. AT TIMES THERE WILL BE MORE THAN ONE CLIENT PER ADDRESS. STILL ONE BAG AND ONE TRAY PER CLIENT... UNLESS OTHERWISE NOTIFIED.

If client does not answer after knocking (**unless instructions on route book indicate differently**), put tray and bag between storm door & front door, on a nearby chair/table, or in a cooler they've left out for their meal, and then call the office to let us know they did not answer (or, if you are comfortable doing so, call their number and then their emergency contact person if the recipient did not answer the call). Most times, they left for an appointment and forgot to leave us a note.

IF THERE ARE MEAL TRAYS AND BAGS FROM PREVIOUS DAYS, DISPOSE OF THESE MEALS IN TRASH AND CONTACT MOW PROGRAM MANAGER ASAP @ 304-263-6622.

Do not leave that day's meal at the client's home if previous day meal is there. Give that day's meal to someone else on your route. Call our office immediately and notify us that you were unable to deliver the meal to the client in person or that there was no answer. The office will then notify the emergency contact person(s) so they are aware. This service is vital as we are a life-line to clients who live alone and are isolated.

If you determine that a client has fallen, etc., and you feel that he/she needs medical attention: question the client, if able to respond, find out who to call (emergency contact/family/friend/neighbor). Otherwise, call 911. Call our office to report the activity. Stay with the client or ask a neighbor to stay with the client until medical help arrives.

Drivers/volunteers should refuse to bring payments to our office for the clients. You are under no obligation to be responsible to do so.

Do not do personal chores or favors for clients while delivering your route. Some activities may put you or MOW organization in a liability situation. Also, remember that there are other clients awaiting their meals some diabetic. **IF A CLIENT ASKS YOU FOR MONEY OR OTHER ITEMS, UNDER NO CIRCUMSTANCES ARE YOU TO ACCOMMODATE THESE REQUESTS. REPORT THIS TO THE PROGRAM MANAGER.**

MOW has no delivery service on the days Berkeley County Schools are CLOSED due to inclement weather... SLEET, SNOW, ICE. ETC. If schools are on a two-hour delay, MOW will be on time and a regular schedule. However, when there is a two-hour delay, if you do not feel safe driving, immediately contact our office so that arrangements can be made for a substitute driver.

Meals are provided every weekday holiday except Thanksgiving, Thanksgiving Friday, and Christmas Day. We provide service on all other weekday holidays... New Year's Day, MLK Day, Presidents Day, Election Days, Memorial Day, WV Day, July 4th, Labor Day, Columbus Day, Veterans Day, etc.

If you have any questions, please contact 304-263-6622. We could not complete our mission without our Volunteer Drivers. We are the only food program in Berkeley County who delivers hot meals to the entire 322 square mile area of the county.

Your time and effort sustain our program. THANK YOU!!!

Our Mission Statement:

*Berkeley County Meals on Wheels, Inc. provides hot, nutritional, low-cost, home-delivered meals for homebound seniors and /or disabled residents of Berkeley County, enabling recipients receiving this service to sustain their independence within their homes. Serving our community since 1971, the organization has supplied well over **one million meals** in responding to its mission statement.*