**BERKELEY COUNTY MEALS ON WHEELS**

**DRIVER GUIDELINES**

**116 E. King Street**

**Martinsburg, WV 25401**

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Our office hours are Monday-Friday 8 am – 12:00 noon. Office **304-263-6622.** Our Program Manager, Dianne Waldron’s cell phone number is **912-536-3395**. The Program Manager’s office is in the back hall in the east end of the building. Please feel free to contact the office with any questions or concerns.

You will be 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 would appreciate notification in advance so that we will have time to find a substitute. You will be trained by an experienced driver so that you are comfortable on your assigned route. You will drive your own vehicle and use your own gasoline.

Your safety is important to us. It is helpful if you have a cell phone so you can call the office during your route if necessary and/or the office can call you when instances may occur.

Unless otherwise notified, we begin packing hot trays and sending drivers out on routes with the two-part meals (hot and cold) at 10:15am Monday through Thurs. and 10:00 am on Friday. Drivers should arrive no later than 9:45 in time to check route lists (driver books will be on the table) and receive special instructions. It is imperative that you check the driver’s book each time you drive as changes occur frequently. Specific instructions need to be followed.

As soon as you arrive, please sign your name by the route # you drive on the sign-in sheet on “driver’s table”. You will be called by the head cook when it’s your turn to retrieve your hot meals.

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. Please ask kitchen assistants if you have any questions or concerns. A tally of bags or cooler will be on white board on refrigerator.

**PLEASE CHECK REFRIDGERATOR CAREFULLY**, so you won’t have to return to kitchen after leaving for your route. If you have any questions, please do not hesitate to ask.

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 the driver’s table will often have specific instructions about delivery, 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 OTHERSWISE NOTIFIED. Friday, we deliver weekend meals for Saturday and Sunday. These bags will be bagged separately. Name of client and route number will be marked on bag.

Drivers should not enter the residence unless instructed to do so.

If client does not answer after knocking (**unless instructions on route book indicate differently**), put tray and bag between storm door/front door or on a nearby chair/table/porch. 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 the previous day’s meal is there. Give that day’s meal to someone else on your route. Call our office 304-263-6622 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 lifeline 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 do so.

You are not required to do personal chores or favors for clients while delivering your route. Some activities may put you or MOW organization in a liability situation. Also, 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. PLEASE 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 delivered all weekday holidays except Thanksgiving, Thanksgiving Friday, Christmas Day and New Years Day. On those days, we begin sending meals on the road by 10 am. Please plan on arriving by 9:30 am on those weekday holidays.

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

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

**Mission Statement**

Berkeley County Meals on Wheels, Inc. (non-profit), 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. Celebrating 53 years in our community!!!