

Slide 1



Thank you for participating in the Meals on Wheels Volunteer Training.

This required virtual training will include an overview of Meals on Wheels and protocols to safely deliver meals to our seniors.

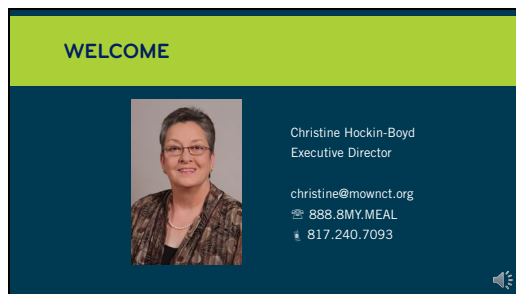
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Meals on Wheels primarily serves 60 years and older homebound and disabled senior adults.

We strive to serve with utmost respect and dignity knowing that each person desires to live at home as long as possible. It is our privilege to honor and serve those that have once cared for us.

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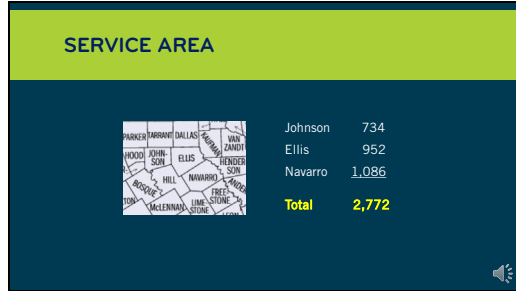


Hello. I'm Christine Hockin-Boyd, Executive Director for Meals on Wheels North Central Texas.

Our staff plan carefully in providing nutritious meals for our senior adults. Each department plays a significant role ensuring quality service.

Our meals are diabetic friendly and heart healthy. Additional meal options include vegetarian, renal, and puree.

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Meals on Wheels service area covers 2,772 square miles.

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VOLUNTEER SERVICES TEAM

Natasha McCord
Volunteer Services Director

Kathy Wood
Volunteer Coordinator

888.8MY.MEAL firstname@mowmct.org www.mowmct.org

The slide features two headshots of team members, Natasha McCord and Kathy Wood, with their names and titles below them. At the bottom, contact information is provided: 888.8MY.MEAL, email address, and website URL.

Meet the Volunteer Services Team. They oversee the recruitment, training, and engagement of all volunteer opportunities.

Meals on Wheels utilizes more than 100 volunteers per day. Do we need more volunteers? Yes!

If you know of someone please put them in touch with a team member.

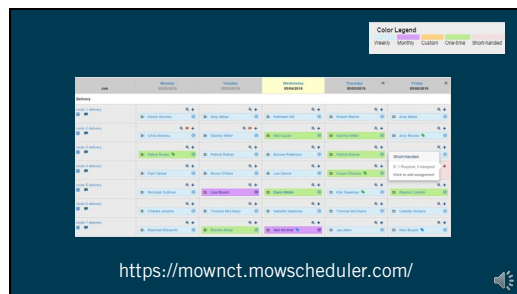
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To improve efficiency and communication methods Meals on Wheels uses MOW Scheduler, a cloud based system.

Make note of the personalized web page for Meals on Wheels. For those that want to manage their personal volunteer record we encourage you to create an account. Again, it's optional.

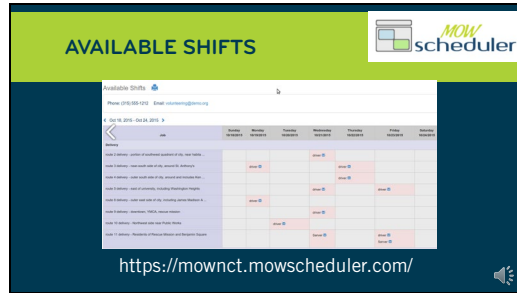
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MOW Scheduler helps volunteer coordinators to:

- Manage day-to-day operations and serve as backup for each other
- Provides a "big picture" overview of all volunteer activities throughout our service area
- Automatically send reminders of upcoming shifts to volunteers by email or text.

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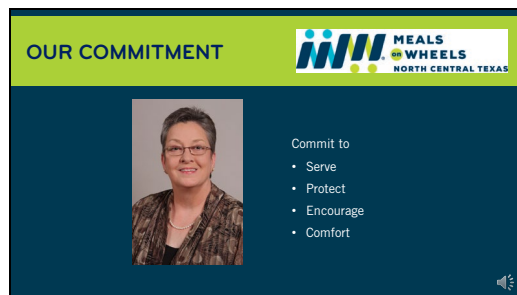


As a volunteer you will be able to:

- Get a birds eye view of future job openings, or grab an open route that needs to be filled
- Update your volunteer record with new contact information

Make note of the personalized web page for Meals on Wheels to register your personal account.

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We are committed to protect and serve our senior adults. They depend on it. Their family members depend on it. Therefore, thank you for your commitment to:

- **Serve** the elderly in our communities to care for those who once cared for us.
- **Protect** their health by practicing physical distancing including wearing a mask if not fully vaccinated.
- **Encourage** the senior with a smile and thoughtful words.
- Provide **comfort** for family members that you are delivering more than just a meal, a friendly visit, and wellness check.

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DELIVERY PROCESS  **MEALS ON WHEELS**
NORTH CENTRAL TEXAS

- Make contact
- Evaluate wellbeing
- Alert us of change of condition
- Love sharing a smile
- Submit completed route sheet

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DELIVERY PROCESS  **MEALS ON WHEELS**
NORTH CENTRAL TEXAS

 Eye-Contact

 Important Message

- Record time of first delivery 
- Look for special instructions
- Check "Delivered" for meal successfully received

Review route sheet for driver instructions in bold text. For example: special delivery instructions or knock loudly.

If the meal is successfully delivered and client receives, check the box "Delivered" on the route sheet.

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DELIVERY PROCESS  **MEALS ON WHEELS**
NORTH CENTRAL TEXAS

 Stop
Look
Listen

- No response? Knock, ring door bell, and telephone
- Mark Route Sheet
- Call Meals on Wheels office as needed
- Continue to next stop and repeat delivery steps

If there is no response, again knock loudly, ring door bell, and telephone the client. Listen carefully for any cries for help.

If no one responds call or text the Meals on Wheels office at 888-8MY-MEAL and the Emergency Contact will be notified. The phone number is located in the top right hand corner of the route sheet. **Provide your name, route number, client name, and confirmation that you were unable to reach the client.**

Never leave a meal unattended. Meals can **only** be left with a client, family member, or caregiver. Neighbors and building management do not qualify to receive meals on someone's behalf. Return undelivered meals to appropriate container. Check the box "Not Delivered" on the route sheet.

Undelivered hot meals may be given to any of the upcoming stops on the route. Check the box "Xtra Meal" beside the client's name that received the meal on the route sheet. Frozen meal boxes may not be given away as extra meals to another client. Return the box to the pick-up location.

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DELIVERY PROCESS

MEALS ON WHEELS NORTH CENTRAL TEXAS

Evaluate wellbeing

- Comfortable
- Physically Safe
- Coherent
- Home Secured
- Happy

The slide features a green header with the text 'DELIVERY PROCESS' and the 'MEALS ON WHEELS NORTH CENTRAL TEXAS' logo. Below the header is a dark blue background with a small photo of a diverse group of elderly people on the left. To the right of the photo is the text 'Evaluate wellbeing' followed by a bulleted list of five items: 'Comfortable', 'Physically Safe', 'Coherent', 'Home Secured', and 'Happy'. A small speaker icon is visible in the bottom right corner of the slide.

Evaluating the wellbeing of the senior adult is critical. Use your eyes and ears to ascertain if there is any concern to report. For example: is the person bleeding, incoherent, appearance unkempt, or agitated.

Engage in casual conversation to ensure all is well and to determine the emotional wellbeing.

If a client is found hurt or fallen please do not attempt to move them as you may further injure the client.

Immediately call 9-1-1 and then the Meals on Wheels office. Wait for emergency personnel to arrive.

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DELIVERY PROCESS 



Alert us of change of condition

Nothing is too insignificant to report.

Report anything out of the ordinary to the Meals on Wheels office.

Urgent items should be telephoned immediately. Other items should be recorded on the route sheet for client services team members to review.

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DELIVERY PROCESS 

Love sharing a smile



Bring joy to help brighten someone's life.

Most importantly, leave a positive impression indicating your care and concern. Your smile, a wave, and thoughtful words may be the only kindness extended to someone today.

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VOLUNTEER SERVICES 



Natasha McCord
Volunteer Services Director



Kathy Wood
Volunteer Coordinator

<https://mownct.mowscheduler.com/>

Finally, a few last items we need your help with:

- If you find yourself unable to fulfill a route delivery please give a **minimum 24-hour notice**. The sooner we know, the better we can plan to ensure a smooth delivery day for everyone.

- Last minute cancellations will result in no meal delivery service for that particular route as delivery trucks have already left for the day. Again, the sooner we know, the better we can plan.

Thank you for your help to ensure successful daily deliveries.

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On behalf of the seniors we serve, thank you for being their **HERO**.

On behalf of the Meals on Wheels staff, thank you for your **partnership and support**.

Welcome to the Meals on Wheels Volunteer Family!