



LIFECARE ALLIANCE

Nourishing The Human Spirit.

Mission Statement

LifeCare Alliance leads our community in identifying and delivering health and nutrition services to meet the community's changing needs.

LifeCare Alliance Programs

Nutrition Services

- Meals-on-Wheels
- Senior Dining Centers
 - Carrie's Cafe
- Project OpenHand-Columbus

Health Services

- Central Ohio Diabetes Association
- Columbus Cancer Clinic
 - Groceries-to-Go
- Community Wellness Centers
- Help-at-Home

Support Services

- Senior PetCare
- Beat the Heat Fan Campaign
- CHORES Home Repair

Social Enterprise

- L.A. Catering
 - Meals-for-Kids
- L.A. Wellness Works
 - Corporate Wellness
 - Travel Vaccines & Immunizations
- IMPACT Safety
- Background Checks

Thank You for Volunteering!

- Volunteers provide
“more than a meal!”



- You provide a daily check on homebound clients.
- You provide a smile and a friendly face.

Who We Serve



- Older adults
- Individuals with a medical challenge or disability

Pick-Up Locations



- Distribution Center at 670 Harmon Ave.
- Satellite locations throughout the five counties

Getting Started: Meals-on-Wheels

- Materials
 - Labeled with route number
 - Purple bag = hot food
 - Black bag = cold food
 - Orange communication bag
 - Route sheet & clipboard
 - Menus, new client paperwork, etc.
 - Temperature monitoring kit (if applicable)



Types of Meals

Hot

- Regular
- Alternate
- Kosher
- Mechanical Soft
- Pureed
- Vegetarian

Cold/Frozen

- Regular
- Frozen routes are limited and do not go out on a daily basis.

All meals are low in fat, sodium, and sugar!

The Route Sheet

- Answers questions:
 - Who do I deliver to?
 - How do I get there?
 - What food do I give them?
- Must complete the following information:
 - Driver Signature
 - Mileage
 - Client Signature
 - Unless indicated otherwise (spouse, caregiver, etc.)
 - Yes/No checks
 - Delivery Time

Obtain a Valid Signature

- To receive full reimbursement from our funders for Meals-on-Wheels, the client or an authorized person must sign the delivery record. Your route sheet will display either specific or general names of any authorized signers (such as John Doe or Daughter/Son) for each client.
- When someone other than the client accepts a meal, be sure to ask:
 1. Are you an authorized signer for the meal?
 2. Is the client at home? The meal is not to be left if the driver learns the consumer is not home.

Significance of Route Sheet

- Verifies that the client received their meal for the day and within the appropriate time range.
- Requirements from federal, state, and local funding sources:
 - Nutritional content
 - Timing and method of delivery
 - Food safety and temperatures
 - Training for staff and volunteers
 - Record keeping

Meal Bags

The Bags

- Hot meals will be in the purple bag.
- CAUTION: Meals are very hot!
- Cold meals, beverages, & sides will be in the black bag.
- Meal bags stay in your car during deliveries.
- Use the hatch on top of the bag to pull the meals out.



Delivery Policies

- If a client is not home:
 - Do **not** leave the meal there (even with a note requesting it).
 - Mark “**No**” on your route sheet and the time.
- If a client is in distress:
 - Call 911 for assistance.
 - Do not try to move them.
 - Contact the Driver Supervisors: 614-437-2891
- Other concerns?
 - Complete observation report.

Helpful Hints

- The route sheet is double-sided.
- Alternate meals are only available Tuesdays/Fridays.
- Call the Driver Supervisors if:
 - Meal is missing
 - Meal is undeliverable
 - Client's address is incorrect
- Call client (*67) if they are not answering the door.

Temperature Checks

- Each route is required to have a temperature check at least once a month.
 - Hot food must be **135°F or higher.**
 - Cold food must be **41°F or lower.**
 - How it works:
 - Your last meal and route stop will be labeled “Tray, Test.”
 - Please record a temperature for each item that is **specified**.
 - Insert thermometer probe **halfway** through the food item.
 - Let thermometer reading stabilize.
 - Clean probe after each use.
 - Put meal back in meal bag and return to pickup location.
- **Detailed instructions in pouch, if needed.

After Deliveries are Made

- Return to pickup location.
 - Distribution Center at 670 Harmon Ave.
 - Satellite location
- Review your delivery record for completeness:
 - Sign the delivery record on the first page.
 - Record your starting and ending mileage.
 - Check “Yes” or “No” for each delivery.
 - Write each delivery time.
 - Obtain all necessary signatures.
- Return delivery bags.

Program Contacts

- Driver Supervisors - 614-437-2891
 - mowdriverssupervisors@lifecarealliance.org
- Meals-on-Wheels Office - 614-278-3152
- You may use our Help Wanted Online Scheduler by visiting:
<https://lifecare.mowscheduler.com/helpwanted>

**Thank you for volunteering and
helping us to**

“Nourish the Human Spirit”