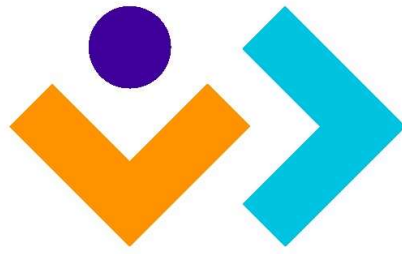


PLEASE KEEP IN ROUTE BAG



**LifeCare  
Alliance**

# **Meals-On-Wheels Delivery FAQs**

## **Key Contacts**

**Volunteer Team** – 614-444-6325 Or [Volunteer@lifecarealliance.org](mailto:Volunteer@lifecarealliance.org)

**Driver Supervisors** – 614-437-2891 or [MOWDDriversSupervisors@lifecarealliance.org](mailto:MOWDDriversSupervisors@lifecarealliance.org)

**Meals-on-Wheels Office** – 614-278-3152

**Failed Delivery Form** (also used for non-urgent client notes or concerns)

– [www.lifecarealliance.org/failed-delivery-form/](http://www.lifecarealliance.org/failed-delivery-form/)

– or use QR code to the right



\*When calling clients, remember to dial \*67 before dialing to block your phone number

## **Client and Delivery Guide – possible scenarios you may encounter**

### **The client is not home but has left a note to leave meals.**

Do not leave meals unless delivery instructions on the delivery record has a note to leave meals. Our office will follow up with the client.

### **The client has a dog that is unleashed or ungated**

Call the client to ask them to put their dog away during delivery. If the client does not answer, call our Meals-on-Wheels office.

### **The client cannot sign the delivery record**

Indicate that the client cannot sign on delivery record or use the failed delivery form.

### **Client asks you to sign or refuses to sign**

Inform client they must sign. If they refuse, indicate it on the delivery record or use the failed delivery form.

### **You delivered the wrong item/meal to a client**

Mistakes happen, please report it to our office at 614-278-3152 or use the Failed Delivery Form. We will check in with the client and take care of it.

### **Delivering to a senior living facilities with multiple recipients**

Most senior facilities have carts you can use to transport the meal bags. Look for a cart or ask facility office.

### **Client item/meal requests**

If a client requests items such as fans, pet food, more meals, etc., indicate that on the delivery record or use the failed delivery form

### **A regular client is not on the delivery record**

There are many reasons why clients are not on your route anymore, including being out of town, moving to another address, or no longer receiving meals. Unfortunately, we cannot share the reason due to HIPAA rules.

### **The client is not home, but someone else is**

The meal can only be given to the client unless specific instructions state otherwise in the delivery instructions. Please document this on the delivery record.

## **Meal Types and Extra Items (ex. fruit, bread, etc.)**

### **Fruits/Bread in cold meal bag**

These are not listed on the record. Look at the back page of your record at the count of meals and see whether the hot or cold meals are closer in count to the number of pieces of fruit. The number of fruits/bread will match with one of the meal types.

### **Meal types**

Kosher, vegetarian, mechanical, or puree will have a white sticker label. On Tuesdays and Fridays, any Alternative meals will be designated with an orange sticker.

### **Mechanical meal**

Mechanical meals are chopped up into smaller pieces for clients who might have a harder time chewing.

# Delivery/Route Issues

## **There are not enough meals in the bag**

Contact our office and report the situation, you may have received the wrong bag.

## **There are extra meals in the bag**

This could be due to a late client cancelation where meals could not be pulled out in time. Extra hot or cold meals can be given to another client on the list; frozen meals can be taken back to drop off location.

## **Route order/sequence issue**

Note your suggestions and report it to the driver supervisors or use the failed delivery form.

## **The van driver is running late to drop off the meal bags**

Notify the driver supervisors. The driver supervisors will provide you with an estimated time of arrival and will check in with the driver. The driver might be running late due to issues from our kitchen or traffic.

## **Changing your route/schedule**

Contact the volunteer team to make changes to your schedule.

# Temperature test

Temperature tests occur once a month to ensure our meals are within a safe temperature to deliver to our clients. You will have an extra meal (test tray) and a pouch with the test and thermometer included. If the thermometer is not working, indicate it on the temperature sheet and/or delivery record. These are the steps to complete a temperature test:

1. Please test meal after **LAST** delivery. Do not drive to the address listed.
2. Please record a temperature for each item listed (can be cold or hot items).
3. Insert thermometer probe into thickest portion of the food item.
4. Let the thermometer reading stabilize.
5. Discard food after testing.
6. Print name, time, and date that temperature was taken.

# Emergencies and Safety

## Steps to follow in case of an emergency

If there is an emergency, first call 911. If it is safe for you to remain there, remain there for the emergency squad. Once the emergency squad has arrived, call our office to report the situation. Continue delivering your route after reporting it. At the end of your delivery, we may ask you to fill out an incident report by giving you a call.

## Safety concerns regarding a delivery

If you do not feel comfortable delivering to a client for a variety of reasons, please give the driver supervisors a call to report it.

## The client does not answer the door but you can hear them in there

Call the client's phone number listed; if no answer, call the office or use the failed delivery form; if you believe it to be an emergency, call 911, then our office, and wait for emergency squad.

## Client has fallen

This would be treated as an emergency situation. DO NOT pick up client. Call 911. If you are not comfortable calling 911 or client does not want you to, call our office as soon as possible.

## Car accident

First, make sure you, your passengers, and any other occupants of other vehicles are safe. As with any other motor vehicle accident, you will want to follow protocol for exchanging insurance information and notifying police. Additionally, contact our office and report the situation. Depending on the situation, we may send someone else out to meet you and get the rest of the meals so they can be delivered. We may ask you to fill out an incident report by giving you a call later.



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**Being There Matters™**