



VOLUNTEER GUIDE:

HOW TO MAKE SUCCESSFUL DELIVERIES



BEFORE YOU HIT THE ROAD

Our volunteers deliver meals five days a week between 9:30 am and 1 pm. All clients have a choice to receive a once-per-week frozen meal box that contains multiple microwavable meals, or receive a daily hot meal Monday through Friday. MOWD also delivers auxiliary items like pet food, important flyers, and treats throughout the week.



STEP ONE - DOWNLOAD THE MOBILE MEALS APP

The Mobile Meals App is required to assist with deliveries. This application guides drivers through meal deliveries, provides real-time delivery data, and allows instant messaging and communication to track client changes in condition or services needed. Please click "[How to Use the Mobile Meals App](#)" for more details.

STEP TWO - READ OVER VOLUNTEER SHIFT EMAIL

The day before each shift, volunteers will receive an email with important information about their upcoming shift. Please review the email before arriving for your shift.

SPEAK LIKE A PRO - WORDS TO KNOW

5-Frozen Meal Box

Consists of five frozen meals, five frozen milks, five frozen breads, and frozen fruit. Delivered once-per-week.

7-Frozen Meal Box

Consists of seven frozen meals, seven frozen milks, seven frozen breads, and frozen fruit. Will appear in the Mobile Meals App as a "1 - 5 Meal Box and 1 - Weekend Meal Box." Delivered once-per-week.

Weekend Meals

A frozen box consisting of two frozen meals to cover the weekend. Mostly delivered towards the end of each week for hot meal recipients. Weekend Meals are included in the 7-Frozen Meal Box for frozen meal clients.

Cold Items

To accompany hot meals, clients receive a plastic bag filled with milk, bread, and fruit. Frozen meal clients receive a plastic bag with fruit.

Hot Meal

A sealed hot meal tray delivered to clients Monday through Friday. Served with cold items (milk, bread, and fruit).

Insulated Bags

Thermal bags used to deliver and transport hot meals and cold items to clients. Insulated bags must be returned to the office. Drivers may provide their own insulated bag for meal delivery if they prefer. Borrowed insulated bags must be returned to the office the same day of use.

Route

Regionally assigned list of clients a driver delivers to. Monday routes are assigned letters (Routes A-Z), while Tuesday through Friday routes are numbered (Routes 1-14).

Route Sheet

Printed delivery guide for each route that includes client information, meal details, and driver instructions. This guide contains the same details provided in the Mobile Meals App.

MAKING DELIVERIES

PICK UP INSTRUCTIONS

Meal pick up times: 9 - 11 am (M), 9 - 10:30 am (T-F)



Monday Drivers - Upon arrival, stay in your car and notify the Greeter of your route(s). Volunteers will then bring the delivery items to your vehicle.

Tuesday through Friday Drivers - Pick up delivery items from inside the building.

When drivers arrive to pick up their meals, frozen meals will be in brown boxes, while hot and cold meal items will be placed inside insulated bags.

DELIVERY INSTRUCTIONS



CALL

Please call your client before you deliver each meal. Many of our clients are hard of hearing and may not hear your knock. Additionally, they may need extra time to get ready for your arrival. If a client doesn't answer the phone, please leave a message.



KNOCK

When you arrive at each client's residence, please knock loudly and announce you are with Meals on Wheels Durham.

Pro Tip: Use a golf ball to knock on doors — we have plenty available at the office.



WAIT

Wait at least 2-3 minutes for the client to reach the door. If your client doesn't answer the door in that time, please leave a hang tag on their door to indicate an attempted delivery. Hang tags are available at the office.

MEAL DROP OFF INSTRUCTIONS



Frozen Meal Clients - Each client will receive a 5 or 7-meal box, one bag of fruit, and any auxiliary items indicated in the Mobile Meals App or communicated by staff.

Hot Meal Clients - Each client will receive one hot meal tray, one cold items bag (milk, fruit, and bread), and any auxiliary items indicated in the Mobile Meals App or communicated by staff.

Weekend Meal Clients - Each client will receive their weekly meal and two additional frozen meals for the weekend. Frozen Meal Weekend Clients receive an extra pair of meals in a 7-Frozen Meal Box while Hot Meal Weekend Clients receive an additional box on Fridays with the extra meals. Weekend Meal Clients are indicated on the Mobile Meals App.

HELPFUL DELIVERY TIPS

TIPS FOR A SUCCESSFUL DELIVERY

- Make sure to double check the Mobile Meals App to ensure you have every meal delivery item for each client
- Address each client by their name.
- Show genuine interest in each client, and be a good listener.
- Speak clearly and audibly, as many clients are hard of hearing.
- Be optimistic and confident.
- Do not direct the conversation toward a client's illness or disability.
- Please refrain from using your own money to meet a client's needs.
- Smile—you may be the only person a client sees that day.

FOR MORE TIPS AND FREQUENTLY ASKED QUESTIONS, PLEASE VISIT MOWDURHAM.ORG/VOLUNTEERFAQ.

WHAT TO DO IF A CLIENT IS NOT HOME

After completing the "Call, Knock, Wait" instructions:

1. Leave a hangtag on the doorknob of any client that is not home. This is our only confirmation that we attempted to deliver their meals. Hangtags are available at the MOWD office.
2. On the Mobile Meals App, check "**not delivered**", select the No Service reason, and leave a detailed note in the app. More information can be found on the "[How to Use the Mobile Meals App](#)" guide.

The comments you provide in the app helps staff understand the circumstance, so please give as much information as possible.

SAFETY TIPS

If you encounter an unsafe situation on the route you are delivering to, do not deliver the meal. You are to use your discretion and judgment to determine for yourself if you feel unsafe. Please notify the Volunteer Service Coordinator if such a situation occurs.

If you are delivering meals and feel that a client is unsafe for any reason, please call Durham's Non-Emergency Number at (919) 560-4600 so authorities can conduct a wellness check. If your client is in imminent danger or needs immediate medical attention (e.g., has fallen, has sustained an injury) call 9-1-1. We request that you do not touch or move a client to prevent any harm or further injury.

For any other questionable situations that you might experience while delivering to clients, please make a note in the Mobile Meals App or contact our office at 919-667-9424.

QUESTIONS

If you have any questions about making deliveries or need assistance while delivering meals, please contact the Volunteer Services Coordinator at 919-667-9424 or call on the Mobile Meals App.