

Driver Instructions

Meals are picked up at 2015 S. Greeley Hwy from 10:30 – 11:30 (the meals must be delivered by 1:00. If you'll be later than 11:30 please let the volunteer coordinator know). Go to the lower parking lot and park in the driver designated area near the trees. Enter through the white door and look for your route number on the milk bag tag on the table. You may ask to be "moved up" if your route is not yet available.

Ensure you have your correct route, both stacks of trays if applicable, and the milk bag.

The meals are stacked according to the route sheets. If there is a client with a hot meal in a brown bag, they will not have a hot meal in the trays. Check the route sheet to see if they get milk.

Check to see if there are frozen meals for your route. (typically on Thursday or Friday or the day before a holiday)

Each client has their name on their main entrée. We offer therapeutic diets and cater to the clients' nutritional & medical needs, allergies & dislikes. This makes it necessary to ensure you give the proper meal to the client.

The route sheet may have some specific instructions or helpful hints to find their home. If the sheet says to knock and enter, do so and announce "Meals on Wheels" upon entering. If it asks to knock and wait, do so. If the client has not answered the door within a reasonable amount of time, knock again and check the door to see if it's unlocked. If so, enter the home and announce yourself.

Place the meal where the client desires. You will take the plastic containers out of the tray and take the tray with you. If they are not home place the meal in the fridge. NO meals are to be left outside the home or on a table/counter if they are not home. ***The only exception is if they have a cooler outside their door with ice or you may put the meal in the refrigerator.***

If a client is not home and the door is locked, please call our office at 635-5542 ext 0 and notify us. We will then do a welfare check. You may also call the client's contact number on the route sheet to notify them you are there to deliver their meal. Undelivered meals can be eaten by the driver or left in the trailer for disposal.

If you find a client is injured or seriously ill you should call 911 and then our office. Do not move the client yourself.

When you finish the route, you can return the trays and milk bag to our office or to the black trailer located in the parking lot at **St. Paul's Lutheran Church, 218 E19th St.** Please refrain from keeping the trays for a whole week.

Please shred your route sheet to protect client information. You may also leave the route sheet in the cooler and we will shred them.

If you have any questions during your route or after feel free to call us. Keep all client information confidential. Most importantly have fun and be safe! 635-5542 ext 0.

****If you are unable to drive on your scheduled day, please contact us as early as possible so we can find a substitute driver.** Or feel free to arrange your own sub, if possible. The driver vacation log book is located on the desk in the dining area with pages for each month.

Volunteer Coordinator

Merri Burkett mburkett@mealsonwheelsofcheyenne.com

307-635-5542 extension 104 (main office extension 0)