



Meals on Wheels Drivers Delivery Procedures

During the pandemic, we ask all drivers to adhere to safe practices to provide safe delivery to our vulnerable neighbors. This includes wearing masks, physical distancing and hand washing.

Picking up Meals

- Please arrive at CES (or designated pick up location) between 11 am and 11:30 am
- Review information on the route sheet, please note that some clients are at the same address. If you have any questions, ask the MOW coordinator before you deliver.
- Each client receives one bag with all meals included.

Delivering Meals

- Specific instructions for entering buildings, entrance codes and where to leave the food will be on the route sheet under Driver Instructions.
- Announce yourself in a loud, clear voice and give the client sufficient time to respond. Check the route sheet for special instructions. Call their phone number.
- Hang the bag on the client's door or place it on the floor outside their door, then step back to insure sufficient "social distancing" (6 feet or more) and make sure the client picks up their meal before you leave.
- Offer a friendly greeting to each client.
- If the client wants to change service, tell them to call CES MOW (612-870-6121).
- If it appears that a client is appears confused/sickly or living in an unhealthy environment, observe the conditions, note any changes in health and well-being on the route sheet and report to the MOW Coordinator.

If a Client Doesn't Answer

- If a client is not home, **DO NOT LEAVE MEALS** on the doorstep, in the hall or with a neighbor unless noted on the route sheet. Health department regulations prohibit leaving meals at a clients door.
- If there is a cooler with ice in it at the door, you may leave the meal. If the cooler doesn't have ice in it or there is already a meal in the cooler, you **CANNOT** put the meal in it.
- Return the meal and route sheet with notes to CES.

Emergencies

If you find someone with a life-threatening emergency, call 911 and then call CES MOW (612-870-6121) for further instructions. Do not attempt to move someone who has fallen or appears injured. If you encounter obstacles (bad weather conditions, concerns for personal safety, etc.) in completing a meal delivery, please contact us for further directions.

Basic Information

- If you are unable to drive on your scheduled day, call CES MOW as soon as possible at 612-870-6121.
- If MOW needs to cancel delivery because of severe weather conditions, we will email/text you.