

Policy Name	Driver Guidelines
Policy Number	
Date Adopted	8.12.2014
Date Revised	8.13.2019



Morgantown Area Meals on Wheels  
Morgantown, WV  
Driver Guidelines

**BEFORE YOU DRIVE**

- 1) All drivers must have a valid driver’s license and your own automobile insurance.
- 2) The MAMOW Manager will complete a standard background check for all new drivers and will be in contact for information necessary to complete this.
- 3) Know who your route coordinator is and provide them with your phone numbers, mailing address and email address. They are your primary contact for all updates as well.
- 4) Obtain a route roster that lists contact information for all regular and substitute drivers on your route from your route coordinator.
- 5) Learn your route. The route coordinator or another driver will provide you an orientation for your assigned route. It may take more than one time for you to feel comfortable with the routine.
- 6) Arranging for substitute driver is essential if you cannot cover your normal scheduled delivery day. Plan ahead. Attempt to arrange for a substitute as far in advance as possible by contacting other drivers listed on the route roster. If your attempts to find a substitute driver are unsuccessful, contact the route coordinator for assistance. When you have arranged for a substitute driver, communicate the information (date and substitute driver) to the route coordinator. A substitute schedule is posted at the Star City Kitchen and maintained by the Rock Forge and Goshen Baptist Church Site Coordinators.

**STAR CITY, ROCK FORGE & GOSHEN BAPTIST CHURCH DISTRIBUTION SITES**

- 1) Depending on your assigned route, arrive at the Star City kitchen between 9:45am and 10:30am, the Rock Forge Presbyterian Church site between 9:50am and 10:00am or the Goshen Baptist Church site between 10:00am and 10:15am. Your start time may depend on the length of time needed to deliver your route. Delivering a warm meal is one of our goals.
- 2) Sign your name in the driver record book (in the driver waiting area at Star City; with the courier at Rock Forge; and in the plastic driver’s box located in the vestibule of the Goshen Baptist Church) for your assigned route and the appropriate date.
- 3) Review your route sheet for the meal count, new and/or deleted clients, and delivery instructions for any new clients or clients unfamiliar to you.

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- Count your meals and additional items to make sure you have all meals and items (they should correspond to the number of clients on the route sheet). Also check to make sure the diabetic and special meal counts are correct. Report any discrepancies to kitchen staff (Star City and Goshen Baptist Church) or the courier (Rock Forge).

**ON THE JOB**

- Directions on the route sheet often include delivery tips (which door to enter, where to leave the meal, physical limitations of client, animal in home, etc.) Communicate any concerns or needed updates regarding directions to the route coordinator.
- The route sheet indicates whether clients are to receive a general diet, diabetic or special diet meal. Diabetic meals are marked as “Diabetic” or “D”. In cases of menu exceptions and special diets, the client’s name will be on their container and a “S” for Special will be on the route sheet next to their directions. **Please make sure that each client receives the appropriate container.**
- No information contained on the route sheet regarding clients may be discussed with anyone. Route sheets should be destroyed each day after deliveries have been made. For drivers picking up at the Star City kitchen, a shredder is located in the hallway near the container storage area for this purpose.
- If the client is not home and the door is locked, **DO NOT** leave the meal unless a cooler or similar secure container is at the door. If you are unable to deliver a meal, call the Star City kitchen (304-599-1954). If there is no answer, leave a message with the route and client’s name.
- Return the food cooler and any other containers to the pickup site (Star City kitchen, Rock Forge, Goshen Baptist Church sites), preferably the day of delivery or your next delivery day. Rock Forge site drivers return empty coolers to the large gray Garrett Industries building on Earl Core Road (RT 7 East) during weekday business hours. As you travel toward Rock Forge, this large gray building is on the right just past the I-68 interchange. Enter at the left side through the door under a canopy. Place the cooler straight ahead at the far end of the hall under the telephone. We need to have adequate containers on hand each day for deliveries. If you have questions, please contact Caryol Longenecker (304-376-1556) or Susan Lewis (304-296-1825).

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- 6) If you receive any client complaints or concerns about the food, report the information to the MAMOW Manager at the Star City kitchen location.

### **EMERGENCIES**

- 1) If the client is ill, has fallen, etc. and needs assistance, and it is clearly NOT a medical emergency, or in a 'questionable emergency' (delivered meals have not been taken from a cooler or client and their contact cannot be reached) call M.E.C.C.A at (304) 599-6382 (see <https://www.mecca911.org/>).

Note: A meal left in the cooler could be explainable and NOT an emergency if the client simply forgot they had a meal the previous day so should definitely check with the client and/or contact first before calling MECCA in this 'questionable emergency' case.

Once called, MECCA will dispatch appropriate responders who will then be responsible for the situation. Driver(s) MUST remain with the client until responders arrive. Drivers should also call the MAMOW kitchen/office and ask them to notify remaining clients, delivery of their meals will be delayed; if it appears you will be delayed significantly in delivering remaining meals, request the MAMOW kitchen/office send a substitute driver to your location.

- 2) In the instance of a serious medical emergency, you must call 911 and you MUST remain at the location until emergency assistance has arrived and released you. Drivers should also call the MAMOW kitchen/office and ask them to notify remaining clients that delivery of their meals will be delayed; if it appears you will be delayed significantly in delivering remaining meals, request the MAMOW kitchen/office send a substitute driver to your location.

### **SAFETY TIPS**

- 1) Obey all traffic laws and parking regulations. You may put a "Meals on Wheels" sign on your dashboard.
- 2) Report any accidents or issues of concern regarding clients to the route coordinator.

### **OTHER TIPS**

- 1) Please wear your Meals on Wheels identification badge when delivering meals.
- 2) Be familiar with the six national holidays when we do not deliver meals (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas)

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- 3) Be familiar with the inclement weather policy. When county schools are closed due to weather, our deliveries are also cancelled. If schools are on a two-hour delay, our deliveries are delayed one-hour.
- 4) Supplies to carry with you: cell phone, pen or pencil and paper, city map or GPS. A cell phone can be very useful if a client doesn't respond, or you need to call the emergency contact, or the kitchen (all of these contacts are listed on the route sheet).
- 5) Dress appropriate for the day's weather, in particular paying attention to footwear as often clients will not have had an opportunity to clear walkways or stairs following heavy rains, ice or snow.
- 6) Kitchen staff are normally on duty from 6:00am and 12 noon, unless we are on a "school delay" schedule when their starting time may be delayed. On "school delay" days, the pickup time for meals will normally be delayed one hour at all sites (Star City, Rock Forge, and Goshen Baptist Church sites).
- 7) Continually recruit for volunteers in the community.
- 8) We cannot cover every possible circumstance in these guidelines. When in doubt, use common sense. For persistent problems or concerns in delivering meals, discuss the situation with the route coordinator.

**THANK YOU FOR VOLUNTEERING!  
WE COULD NOT ACCOMPLISH OUR MISSION WITHOUT YOU**