

**I have read and understand this Meals on Wheels Handbook. I will comply with the policy and recommendations outlined.**

**Signed** \_\_\_\_\_  
**Date** \_\_\_\_\_

**Adopted by: Pickens County Meals on Wheels Board of Directors April 22, 2009.**

Pickens County Meals on Wheels

## Driver Handbook

**Mission:**

Pickens County Meals on Wheels exists to combat hunger, loneliness and isolation on senior citizens living in Pickens County, and to provide a lifeline through the use of caring volunteers.



704 S. Pendleton St.

P.O. Box 184

Easley, SC 29641

Phone: 864-855-3770

Fax: 864-855-3769

E-mail:

[meg@pcmow.org](mailto:meg@pcmow.org)

[meta@pcmow.org](mailto:meta@pcmow.org)

To: All Meals on Wheels Volunteers

From: Volunteer Committee

We hope you enjoy your service with Meals on Wheels. We certainly could not function without your dedication. Just think...so many of our elderly neighbors who have no one to look in on them expect YOU and look forward to your short visit! Your service is truly appreciated and of great value.

***Please read this Driver's Handbook carefully.*** Keep it in a place where you can refer to it when necessary. If you have questions about our policies or procedures, call the Meals on Wheels office at 855-3770 between 8:30 a.m. and 4:00 p.m.

Thank you for helping to keep Meals on Wheels rolling!

## Notes

---

# How is Our Program Funded?

---

The meals cost about \$1,125.00 per year for each person. Pickens County Meals on Wheels is a 501 (c) (3) non-profit, charitable organization funded completely through grants and donations from churches, church organizations, businesses, civic groups, United Way, volunteers, and recipients. We do not receive any government funding. A donor gift envelope is enclosed for your convenience should you wish to make a donation. Every time you contribute, you will receive a new envelope.

# Volunteer Drivers

---

Of course, the primary function of a volunteer driver for Meals on Wheels is to deliver a hot, nutritious lunch to a homebound elderly person. A driver also plays other roles:

Greeter, observer, liaison, and sometimes lifesaver. Since you have personal contact with the recipients, your job is central to our mission.

As a volunteer driver, you will be expected to deliver to any client regardless of race, religion, creed, national origin, handicap, medical diagnosis, ability to pay, or location.

You will be called the last working day prior to your delivery day to tell you how many meals need to be picked up and who are to receive meals. Working time is approximately one hour beginning at 11:00. Check your tires and gas level before beginning your route. **If you are running more than ten minutes late for meal pick up, please call the office & let us know.**

## **SMILE! SMILE! SMILE!**

There is nothing like a warm and friendly smile to greet someone who is lonely. In many cases, the driver is the ONLY HUMAN CONTACT the recipient has all day long. Don't miss the opportunity to make someone feel good! Smile and ask: "How are you today, Mrs. Smith?" Let them know that someone cares about them.

TAKE THE TIME to insure that everything is in order for the meal. Do they need help in opening their meal or milk? Would they like their meal put in any special place?

# Winter Weather Plan

---

## Pickens County Meals on Wheels (Meal Delivery During Adverse Weather Conditions)

Occasionally Pickens County may experience adverse weather conditions that hinder or prevent the normally scheduled delivery of recipient meals. Under such conditions it will be necessary to implement an emergency meal delivery plan.

Pickens County Meals on Wheels has amended its winter weather policy. Beginning January 5, 2011 we will follow the Pickens County School District's inclement weather school closing schedule with regard to meal delivery. In the event of a 2 hour delay, we will still deliver meals unless otherwise notified.

Drivers whose routes are cancelled are asked to call the recipients on their route. Explain to them that due to bad weather, meals will not be delivered.

Cancellations will also be posted on television station Channel 4 WYFF and the News Radio Station WELP 1360AM to have the closing of Meals On Wheels posted.

# What If I Can't Drive On My Day?

---

We know there will be times when you are out of town or have an appointment yourself. Since you will know in advance, please check your list of Drivers and get someone to switch days with you if possible or to drive for you. Because routes have to be covered at all times, it's important that you make every attempt to arrange coverage.

## **Notify the Meals on Wheels office of the substitution.**

If you cannot find a substitute, please give the office as much notice as possible. If you cannot reach a person in the office, leave a message on the answering machine. It is turned on 24 hours a day and will pick up after 6 rings. Extension 101 is the Program Manager.

# Holidays

---

**Meals are not delivered on weekends and major holidays:** New Year's Day; Memorial Day; July 4<sup>th</sup>; Labor Day; Thanksgiving & the day after Thanksgiving; and Christmas Eve and Christmas Day. If you are scheduled to drive the day before a holiday, please remind your recipients that there will be no meal delivery.

REMEMBER, you are the one who must ask these questions. Even though some recipients need help, they won't ask because they are afraid of being a burden.

***ENCOURAGE THEM TO START EATING IMMEDIATELY!***

## The Driver as Watchful Eyes...

---

As a volunteer driver you are the "eyes" of the program. You may recognize changes or problems in the recipient's life. Be aware of the following:

- Confusion, disorientation, forgetfulness, withdrawal
- Anger, depression, hostility, anxiety
- Loss of appetite
- Uneaten (half eaten) meals, trays left on counter, table, or in refrigerator
- Difficulty moving around, reported falls or dizziness
- Fresh cuts, bruises
- Deterioration or improvement in clothing, hygiene, grooming
- Changes in speech, hearing, sight
- Mail, newspapers left outside

Call the Meals on Wheels office when you notice changes in these areas.

## Other Things to Consider...

---

If you ever have trouble with an animal (dog, cat, etc.) during your meal delivery, notify the office. The recipient will be called to have their animal (s) put up during delivery time. If you have a problem with a recipient (improper attire or attitude), please notify the office.

***NEVER DELIVER A MEAL IF YOU ARE CONCERNED FOR YOUR SAFETY. Go to the next recipient & call the office to let us know the circumstances. We would much rather you be safe.***

**ABSOLUTELY NO MEDICATION SHOULD BE PURCHASED FOR OR GIVEN TO A RECIPIENT BY A MEALS ON WHEELS DRIVER.**

# Who can be a Meals on Wheels Recipient?

---

Pickens County Meals on Wheels, Inc. provides a home-delivered hot meal service to senior citizens who meet the following eligibility requirements.

1. Homebound residents of Pickens County.
2. Those that are referred by a physician or social worker at approval of Executive Director.
3. Unable to prepare own hot meal. Be physically or mentally incapacitated to the point where meal preparation is difficult if not impossible.
4. Lives alone, with another incapacitated individual, with others that are unable to provide a hot daily meal, or alone during the day and is not able to prepare own hot meal.
5. Homebound with limited driving capability.
6. Meals are available without regard to race, religion, creed, national origin, handicap, medical diagnosis, gender, or ability to pay.
7. Courtesy meal for caregiver will be considered at the approval of Executive Director.
8. In certain circumstances, exceptions may be made based on the recommendation of the Executive Director.

Meals on Wheels reserves the right to make the final determination of eligibility at all times, and to reevaluate eligibility periodically. Recipients are admitted based on the extent of their need. Admission is contingent on meal slots available. When space is not available, eligible candidates will be placed on a waiting list. The next available slot will be given to the person on the waiting list with the highest need as determined through the use of the Assessment and Reassessment Scale.

# Driver's Role in an Emergency

---

**IF A RECIPIENT HAS FALLEN OR IS BLEEDING, DO NOT TRY TO MOVE THE RECIPIENT OR TREAT THE WOUND. NEVER TOUCH A RECIPIENT IN NEED OF MEDICAL OR FIRST-AID ATTENTION.**

## **CALL 911 IMMEDIATELY**

Notify the Meals on Wheels office at 855-3770 as soon as possible after you have called 911. If the office is closed, call the director at 561-3964. Remain with the recipient until help arrives.

Call their emergency numbers (Route Direction Sheet) and let their family know what has happened and to come to their house or to the hospital.

**IF YOU GO BEYOND THIS POLICY AND DECIDE TO RENDER FIRST-AID, YOU ASSUME THE RESPONSIBILITY.**

We know this may be difficult for you. Some of the reasons why you should not physically move or touch a recipient include:

- You could further hurt a recipient
- You could fall
- You could hurt your back
- Risk of transmitted diseases through bodily fluids, i.e. HIV, Hepatitis B, etc.

Always keep in your possession a copy of your route sheet with emergency contact numbers on each recipient.

# Should I Leave The Meal If The Recipient Is Not At Home?

---

## **DO NOT LEAVE THE MEAL!!**

Give the meal to another person on your route. If it was your last delivery, taste the meal yourself. We know you may feel funny eating it, but it gives us good feedback as to the quality of the meal.

Sometimes a Recipient may leave a note requesting you leave the meal with a neighbor or that you leave the meal in the refrigerator. **You are not allowed to do that.**

### REASONS:

- Our policy states that we need to know that the person is all right.
- If we leave the meal ASSUMING that the person is all right and we later learn that he/she was in trouble, we have neglected to help that person at the earliest possible time.
- The people we serve are at HIGH RISK. They have little resistance to possible contamination of food left out too long.
- **WE CANNOT STRESS THIS ENOUGH! DO NOT LEAVE THE MEAL IF NO ONE IS AT HOME, EVEN IF THEY'VE LEFT A NOTE.**

When financially feasible and space is available on the designated route, persons unable to secure a hot noon meal will be considered for admittance to the program providing they meet all other eligibility requirements above.

## **CONFIDENTIALITY...**

In order to provide the best service possible, it is at times necessary to provide you with confidential information about a recipient. Please honor each recipient's right to privacy and dignity and avoid discussing details about a recipient or revealing names to people outside the Meals on Wheels office.

## Recipient Information

---

All drivers are supplied with a route sheet. The route sheet includes all the important information you will need when you deliver. It is important that you have it with you each time you deliver.

- Directions between stops
- A recipient listing
- Emergency contact information
- Medical information
- Landmarks

Drivers will receive a new route by mail or email as new recipients are added to the route. Drivers will be notified of recipient discharges by phone.

Please note that the route may be driven in any order. The directions supplied serve only as a guide. It is helpful to have a map to find your way between stops, especially when one recipient is not home.

# Meal Pickup Information

---

Meals must be picked up and carried in a container which ensures they remain at the proper temperature. **NO MEALS ARE TO BE PICKED UP BEFORE THE TIME LISTED BELOW.** The meal providers have requested these pick-up times be strictly observed to fit their work schedules.

When you pick the meals up, please count them! Even though they are in a stack with your Route number on them, everyone makes mistakes and we'd rather you find out you're short one meal before you leave the providers.

**All perishable foods must be transported in insulated containers, one for hot foods and one for cold.** This keeps them at the proper temperature for both health reasons and appeal until delivery is made. Please do not tilt the containers, as this may cause spillage and mingling of liquids in the tray.

## Liberty Routes

The meals for the **Liberty Routes (L1, L2, & L3)** are picked up at the Little Bistro Restaurant in Liberty, 29 S. Commerce St. Liberty. Meals are picked-up between 10:45 & 11:00am. It is simplest to use the back door of Little Bistro. You can access this through the alley way between Little Bistro and the car wash. They have a porch with a yellow awning. Inside there will be a sheet posted listing the number of meals to deliver and who will not be home (see picture on the next page). Please check this because it will list any last minute changes. You will deliver to the recipients that have a check by their name. If they have a check in the juice column they will get juice. Otherwise they get milk.

# What If A Recipient Doesn't Answer the Door?

---

If you have a cell phone, call them. If you know they're hard of hearing, try honking your horn when you pull in the driveway. Check the door. If it's locked, see if there's an accessible back or side door. Can you look through any windows? Does it appear that someone's home? Are the lights on? Can you hear the TV?

**If you're able to get into the house, yell loudly as you go room to room looking for them.** We know you're uncomfortable doing this, but it is part of the service we promise. If they've fallen, we want to find them and not have them lie there for hours or days. You can get on your cell phone, or use their phone and call us at the office as you go through the house. Look behind closed doors. Look in bathrooms. If there's a basement turn the light on & holler down. Several elderly people have their laundry facilities in the basement and fall on the stairs.

**If you're unable to get into the house, call the office from your cell phone or your next meal stop and let us know.** If the office is closed call the recipient's emergency number (you will have it on your route Direction Sheet) and leave a message with the emergency person that you were unable to deliver the meal because the recipient was not at home and would they please contact the office at 878-7650.

Call the office & leave a message as to what was done.

# Easley & Dacusville Routes

The meals for the Easley routes are picked up at the Palmetto Hospital in Easley. Drivers line up in their cars at the Visitor Entrance between **11:00-11:10 am**. The security guard will bring the meals out. You will pull up to the security guard, and he will give you the meals to be delivered. He will also provide you with a listing of recipients. Please check this each time for any last



minute changes. You will deliver meals to the recipients that have a check by their name. If they have a check in the juice column they will get juice. Otherwise they get milk.

Total I # of	Begin Date	First Name	Last Name	Address	City	Phone	Juice	Information:	<u>DELIVER MEALS TO CHECKS</u>
<b>Route E4</b>									
1	2/21/2008	Letitia	Bullock	109 S. Sixth St.	Easley	(864) 855-2124			✓
1	3/11/2010	Edwin	Capps	802 South B St.	Easley	(864) 859-5737			
1	3/11/2010	Jackie	capps	802 South B St.	Easley	(864) 859-5737			
1	12/15/2003	Elmer	Duncan	102 Oats Avenue	Easley	(864) 850-2880			✓
1	2/16/2009	Thelma	Garrick	412 S. 2nd Ave	Easley	(864) 859-3596			
1	3/30/2009	Herbert	Mann	1208 S. 5th St.	Easley	(864) 859-4487			✓
1	7/17/2008	George	Mauldin	106 Gilliland Ave	Easley	(864) 855-1872			✓
1	12/31/2007	Estella	Merck	108 West 7th Ave.	Easley	(864) 859-8396	✓		✓
1	2/16/2009	Ruth	Sarratt	334 Parkway Dr.	Easley	(864) 859-9055			✓
1	11/30/2007	Doris	Tant	502 South C St.	Easley	(864) 859-0342			✓
1	11/30/2007	Howard	Tant	502 South C St.	Easley	(864) 859-0342			✓
							1		8



Total # of Meals	Begin Date	First Name	Last Name	Address	City	Phone	Juice	<u>Deliver meals to recipients that are checked.</u>	Information
<b>Route L2</b>									
1	1/25/2010	Della	Dodgins	125 Five Forks Rd.	Liberty	(864) 843-6614		✓	
1	1/25/2010	William	Dodgins	125 Five Forks Rd.	Liberty	(864) 843-6614		✓	
1	11/2/2009	Eula	Durham	100 Old Norris Rd.	Liberty	(864) 843-2221		✓	
1	11/21/2002	Gladys	Gay	22 North Azalea St.	Liberty	(864) 843-6536		✓	
1	11/3/2008	Violet	Holcombe	7 Jackson St.	Liberty	(864) 843-6563			@ Baptist Easley Rm. 212, then on to rehab.
1	11/18/2004	Laura	Kay	118 Maplecroft St.	Liberty	(864) 843-6654		✓	
1	8/13/2008	Helen	Reese	10 N. Azalea St.	Liberty	(864) 843-6471		✓	
1	5/17/2010	Edna	Smith	109 Forest View Apt. 18	Liberty	(864) 843-3105	✓	✓	
1	5/24/2010	Dan	Smith	110 Griffin Ct.	Liberty			✓	
1	5/24/2010	Victoria	Smith	110 Griffin Ct.	Liberty			✓	
							1		9

## Pickens Routes

The meals for the Pickens routes, **P1, P2, P3, & P4** are picked up at Cannon Memorial Hospital. Meals are picked up at **11:00 am**. Use the main drive for the hospital and follow it all the way to the back, past the ER, and to the loading dock. Use the door at the center of the loading dock. There is a sign on



the door. This will take you into the hospital. At the end of the hall you will turn left, pass the Pharmacy, and take the next door to the left which leads directly into the kitchen. There is also a sign on this door. The milk, juice, and fruit cups will be on a rolling cart. The meals will be stacked in the food warmer. Please check the listing provided to secure the correct number of meals and milks for your route (see picture below). It will have any last minute changes to the route. Recipients that have a check by their name get a meal. If they have a check in the juice column they get juice. Otherwise they should get milk.

T ot al "	Begin Date	First Name	Last Name	Address	City	Phone	Juice	<u>DELIVER TO CHECKS</u>	Information
Route <b>P1</b>									
1	2/3/2010	Verna	Alexander	1619 Shady Grove Rd.	Pickens			✓	
1	4/6/2009	Roselle	Anderson	3893 Moorefield Mem. Hwy	Pickens	(864) 878-2185	✓	✓	
1	6/17/1996	Addie	Boulware	103 Kevin Dr.	Pickens	(864) 878-9877			
1	8/25/2003	Christine	Duke	100 Wilford Street	Pickens	(864) 878-3331		✓	
1	4/6/2009	William	Edens	189 Houston Mountain Rd.	Pickens	(864) 878-0109		✓	
1	2/10/2010	Earl	Maddox	581 Red hill Rd.	Pickens	(864) 878-4259		✓	camper behind sister's house
1	3/1/2010	Pearl	Nix	130 Kami Rd.	Pickens	(864) 898-2919			@ Rosemond Nursing Home.
1	3/1/2010	Ruth	Saad	238 Margaret St.	Pickens	(864) 878-4344		✓	No meal on T or Th
1	10/8/2008	Lillie Mae	Scott	103 Lois Lane	Pickens	(864) 878-2164			
							1		8

## Six Mile Route & Transporting

The meals for the Six Mile Route A & B are picked up at Cannon Hospital at **10:45am**. They are transported to the junction of Hwy 183 and Hwy 137. There is an old brick storefront at 2546 Walhalla Hwy that his becoming the Six Mile Branch of the Pickens County Library System. You will divide the meals between Route A & Route B and deliver the meals accordingly. You will receive a listing with your meals. Recipients that have a check by their name each get a meal. If they have a check in the juice column they get juice. Otherwise they should get milk.

## Central & Norris Routes & Transporting

The meals for the **Central 1 (LC), Central 2 (LC2) and Norris (LN)** routes are picked up at **10:45am** and transported from the Cannon Memorial Hospital in Pickens to the Exxon gas station in Central, 302 E. Main St. Central. You will meet the transporter there at **11:10 am**. The transporter parks to the right side of the Exxon closest to the Timberland Crossing Apartments. He or she will bring with him a listing that shows the number of meals to deliver and who will not be home (see picture to the left). Please check this because it will list any last minute changes. Recipients that have a check by their name each get a meal. If they have a check in the juice column they get juice. Otherwise they should get milk.