



Meals on Wheels Orientation



MISSION STATEMENTS



Frederick County Senior Services Division:

- **MISSION:** The Senior Services Division enriches lives through community connections to services, programs and resources.
- **VISION:** That all Frederick County residents are empowered, engaged and equipped to live their best life.

Meals on Wheels

To empower local community programs to improve the health and quality of life of the seniors they serve so that no one is left hungry or isolated.



History of Meals on Wheels in Frederick County



- Started in 1976 by Church Women United
- Service confined to downtown Frederick
- Originally served about 40 clients



- Adopted Meals on Wheels in 1999
- Currently 23 Routes
- Serves approximately 205 individuals daily

Meals on Wheels Eligibility:

- Adults age 60 or older, or adults of any age with a chronic health condition or disability who meet program eligibility guidelines.
- Homebound and unable to travel or shop without assistance.
- Physical and/or cognitive limitations impacting ability to shop for and/or prepare food on a regular basis.
- No regular caregiver (paid or volunteer) to purchase or prepare food on a regular basis.



Client Enrollment

1

- Client or representative submits MOW application. Applications can be submitted over the phone, emailed, or faxed.

2

- After client has been deemed eligible for service, the Nurse Case Manager completes a home-visit assessment to assess health and safety of the client.

3

- The MOW Intake Specialist adds the clients to a MOW Route. Vendors are alerted of the addition and any dietary needs.

4

- The Volunteer Coordinator alerts the volunteers that there is a new client, and volunteers begin delivering meals!

Meals on Wheels Delivery



Wait. Before we get started; What should I wear?



- Comfortable, washable fabrics appropriate for weather and delivery conditions.
- Sturdy shoes appropriate for weather and delivery conditions. We suggest you avoid sandals and open toe shoes for safety.
- Be respectful of varied beliefs when selecting clothing with a message.

Living conditions may be different than what you expect to see.

- Homebound clients may display diminished levels of personal cleanliness.
- You may see evidence of insects or rodents.
- You may see excess clutter or hoarding.
- You may see a lack of basic housekeeping; stains and dirty surfaces, unwashed dishes, piles of laundry or overflowing litter boxes.





Food safety

- Foodborne illness is caused by eating food that is contaminated with harmful bacteria or viruses.
- Individuals 50 + are more likely to be hospitalized and die from foodborne illness due to weaker immune system.
- Foodborne illness is preventable with proper food handling.

Preventative Measures:

- Handwashing
- Use hand sanitizer after every delivery
- Temperature control
- Always transport and hold food in approved coolers and hot bags
- Do not place food on ground or floor
- Clean delivery equipment
- Universal Precautions



Universal Precautions



Step One: Picking up meals

- Meals are picked up from their designated location between 10:30 am and 11:30 am
 - Homewood
 - Senior Services Division (DOA Routes)
 - Work Release Center (Buckingham's Choice, Spring Ridge, Jefferson, Middletown)
 - Crestwood Village (Crestwood and Tuscarora)
 - Christ Reformed Church (Middletown)
 - Home Delivered Meals (HDM)
- **Verify, Verify, Verify.....Verify Again**
 - Compare the meals in the carriers to names listed on the route sheet
 - Make sure you have a meal for each client on your route sheet-unless previously notified of changes.

Route Sheets

PLEASE RETURN THIS SHEET (WITH COOLERS) TO THE WORK RELEASE CENTER
Jefferson Route - Work Release Center - (Color Code Red) Updated for 3.11.20
 In case of an emergency, call Meals on Wheels 301-600-3524, or 301-600-1234, or 911.
 Please check meals against this list before beginning deliveries.
 DO NOT leave meals if client is not home. Notify the MOW office of their absence.

		Pick Up Meals at Work Release Center, parking lot at rear of building (11:00-11:15 am)
Arthur Fonzarelli (b/d 7/07) Regular Diet 301-555-5526 240-555-1307 (Desire-4)	6379 Main Ln Frederick MD 21703	7381 Marcus Choice Lane, Frederick, MD 21704 Take Marcus Choice Ln to Buckeystown Pike MD 85. Turn left onto Buckeystown Pike. Turn right onto Maxwell Way. At roundabout, take exit 1 onto Philadelphia Street. Turn right onto Alan Beaver Blvd East. Turn right onto Woodward. Turn left onto Main Ln.
Michael Jordan (b/d 3/06) Regular Diet 301-555-5813	2240 Market Road Adamstown MD 21710	Return to Woodward and turn left. Turn left at first cross street onto Philadelphia Street. At traffic circle, take 2nd exit onto MD-288 S for about 4.7 miles. Turn slight left onto Walnut Rd. Turn right onto Market Rd. Destination is on the right. **Use front door. Knock, announce and enter.
Robert Wagner (b/d 9-20) Adapted Meal - Soft Diet - NO BUN 301-555-5516 SUSPEND 2.11.20	2206 Harper Jefferson MD 21556	Return to Woodward and turn left. Turn left at first cross street onto Philadelphia Street. At traffic circle, take 2nd exit onto MD-288 S for about 4.7 miles. Turn right onto Cherry St. Turn left to merge onto I-68 S/US-340 W and follow for about 3.1 miles. Exit at Maple Rd. Turn left onto Church Rd. Turn right onto Maple Rd. Turn left onto Harper MD 21710. **Use back door.
Art Vandelay (b/d 5/06) Regular Diet 301-555-7159 RESUME 2.11.20	5413 Jefferson Road Jefferson MD 21755	Return on Market Rd to Walnut Rd and turn left. Turn slight right onto MD-351. Turn left onto Church Rd for about 3.7 miles. Turn right onto Maple Rd. Turn left onto MD-371 W. Turn right onto MD-482 N for about 2.7 miles. Destination will be on the right. **Use front door. Knock, announce MOW and enter. Client is hard of hearing and has limited mobility.
John Lenson (b/d 7/15) Regular Diet AND Yoko Ono (b/d 7/14) Regular Diet 301-555-5813	5021 Yacks Road Frederick MD 21703	Continue on Yacks Road. **Use front door. Knock, announce MOW and enter.
		Return cooler bag to WRC, same location as pick up. Continue on Yacks Rd to MD-180 E Harper and turn left. Turn left onto Creekswood Boulevard. Turn right onto Buckeystown Pike. Turn left onto Marcus Choice Lane. <i>Thank you for serving the seniors of Frederick County.</i>

Please RESUME meal service for Phyllis Beachley effective 3.11.20

This e-mail, including any attachments, is for the sole use of the intended recipient(s), and may contain confidential and privileged information. Any unauthorized use, disclosure or forwarding is prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

- The route sheet is the guide for each route. This will tell you who and where your clients are and any other pertinent information you will need to deliver that route.
- The route sheet has clients information on it so we ask that you keep track of your sheet and shred any copies you print for yourself
- One thing not listed on the sheet is when a client cancels for 1-3 days, this info will be emailed to you
- The following slide will explain the info within the route sheets

PLEASE RETURN THIS SHEET (WITH COOLERS) TO THE WORK RELEASE CENTER
Jefferson Route – Work Release Center – (Color Code Red) Updated for 3.11.20
 In case of an emergency, call Meals on Wheels 301-600-3524, or 301-600-1234, or 911.
 Please check meals against this list before beginning deliveries.
 DO NOT leave meals if client is not home. Notify the MOW office of their absence.

		Pick Up Meals at Work Release Center, parking lot at rear of building (11:00-11:15 am) 7281 Marcies Choice Lane, Frederick, MD 21704
Arthur Fonzarelli (b/d 7/07) Regular Diet 301-555-5526 240-555-1357 (Desire -d)	6379 Main Ln Frederick MD 21703	Take Marcies Choice Ln to Buckeystown Pike/MD 85. Turn left onto Buckeystown Pike. Turn right onto Maxwell Way. At roundabout, take exit 1 onto Philadelphia Street. Turn right onto Alan Beaver Blvd East. Turn right onto Woodward. Turn left onto Main Ln.
Michael Jordan (b/d 3/6) Regular Diet 301-555-3813	2240 Market Road Adamstown MD 21710	Return to Woodward and turn left. Turn left at first cross street onto Philadelphia Street. At traffic circle, take 2 nd exit onto MD-288 S for about 4.7 miles. Turn slight left onto Walnut Rd. Turn right onto Market Rd. Destination is on the right. **Use front door. Knock, announce and enter.
Robert Wagner (b/d 9-29) Mechanical Soft Diet - NO Fruit 301-555-8816 SUSPEND 2.11.20	2205 Harper Jefferson M 21755	Return to Woodward and turn left. Turn left at first cross street onto Philadelphia Street. At traffic circle, take 1 st exit onto Oak Rd for about 2.1 miles. Turn right onto Cherry St. Turn left to merge onto US-15 S/US-340 W and follow for about 3.1 miles. Exit at Maple Rd. Turn left onto Church Rd. Turn right onto Maple Rd. Turn left onto Harper MD 271 W. **Use back door.
Art Vandelay (b/d 8/6) Regular Diet 301-555-7159 RESUME 3.11.20	5413 Jefferson Road Jefferson M 21755	Return on Market Rd to Walnut Rd and turn left. Turn slight right onto MD-351. Turn left onto Church Rd for about 3.7 miles. Turn right onto Maple Rd. Turn left onto MD-371 W. Turn right onto MD-482 N for about 2.7 miles. Destination will be on the right. **Use front door. Knock, announce MOW and enter. Client is hard of hearing and has limited mobility.
John Lennon (b/d 8/15) Regular Diet AND Yoko Ono (b/d 7/14) Regular Diet 301-555-5812	5024 Yacks Road Frederick M 21703	Continue on Yacks Road. **Use front door. Knock, announce MOW and enter.
	Return cooler/bag to WRC, same location as pick up. Continue on Yacks Rd to MD-180 E/Harper and turn left. Turn left onto Crestwood Boulevard. Turn right onto Buckeystown Pike. Turn left onto Marcies Choice Lane.	

Please RESUME meal service for Phyllis Beachler effective 3.11.20

Thank you for serving the seniors of Frederick County.

This e-mail, including any attachments, is for the sole use of the intended recipient(s), and may contain confidential and privileged information. Any unauthorized use, disclosure or forwarding is prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.

Be familiar with this general information.

Date Route has been updated

Where & when to pick up food

General driving route guide. Let SSD know of any issues.

Any special instructions are noted in RED.

Name of client

Call first if nobody answers door

Client's Address

Where to return cooler/bag

CONTAINS CONFIDENTIAL INFORMATION – DO NOT LOSE!

Step Two: Delivering Meals

- Remove meals and components from carriers-remember to close carriers
- Knock on the door, and give the person time to answer. Follow any special instructions on the route sheet
- Hand the meals to the client, or leave them on the table or counter, as specified by the client.
- Assist with opening milk cartons, trays, and containers, if requested.
- Exchange pleasantries and conduct a quick visual assessment
- Report any concerning/unusual circumstances to MOW Staff



If you or any member of your household has cold or flu symptoms, or has been in contact with a person diagnosed with or being tested for Covid-19 please notify the MOW team immediately. A substitute will be secured until your health and safety has been confirmed.

During the Covid-19 crisis we have implemented some measures to ensure everyone's safety

- Meals on Wheels is supplying volunteers with gloves and hand sanitizer
- We ask that you clean your hands after delivering to each client
- We ask that when delivering the meal to clients that you do not enter their house unless they absolutely need assistance
- Please hand them the meals at their door and try not to linger too long



- Public Schools open late—Senior Centers open on time with programs and activities
- Public Schools close due to weather conditions-Senior Centers are open, but all scheduled programs cancelled. MOW deliveries will be determined based on road and weather conditions
- Frederick County government delay-MOW determined on road and weather conditions.
- Frederick County government offices closed-MOW deliveries cancelled.

PROBLEM



**Solution
1**

**Solution
2**

**Solution
3**



What if the meals do not match the route sheet?

If meals are missing:

- Buckingham's Choice, Spring Ridge, Middletown, Jefferson—Notify Detention Center kitchen
 - Tuscarora-Call MOW Line
 - Department of Aging Routes-Notify MOW Intake Specialist
 - Homewood Routes-Notify kitchen
- **ALWAYS Notify MOW Staff**

Extra meals:

- If it belongs with a route at your pickup location-pass to the volunteer for that route.
 - If the meals is from a different pick up location-pass along to a Client on your route.
- **ALWAYS Notify MOW Staff**

What if there is no answer?



- Call Client (use *67 before dialing to block your number from being displayed)
- If no response, Call MOW Line for guidance
- Pass meal along to another Client
 - Do not enter the home unless instructions are listed on route sheet
 - Do not leave food on the door step, door knob, or with a neighbor



What if the Client is sick or injured?

DON'T
PANIC



What if the Client is sick or injured?



- Call 911 and stay with the Client until First Responders arrive
- Do not move the Client
- ALWAYS Notify MOW Staff of concerns

What if there is an unrestrained animal?



- DO NOT deliver if you feel unsafe
- Call the Client and make them aware that you do not feel safe and inquire if they can come out to retrieve the meals or restrain the animal. If Client is unwilling then pass meals along.
- Notify MOW Staff if client is non-compliant



Visible Weapons

- DO NOT enter a home if you do not feel safe
- Client have been informed that it is Meals on Wheels rule that they have any weapons put away
- Notify MOW Staff IMMEDIATELY if client has not complied with this rule



What if the person is unhappy, angry, or complains all the time?

- Don't take it personally
- Remember behaviors are often used as a coping mechanism
- Listen to complaints/concerns patiently
- Acknowledge the concern/complainant
- Make NO PROMISES
- Maintain Boundaries
- Remember: you are entitled to respect
- Encourage Client to contact MOW Staff
- Contact MOW Staff with concerns or if the situation persists



What if a Client wants to pay for meals?

- NEVER accept money or gift from Clients
- Instruct the Client to contact the Meals on Wheels staff to arrange direct payment
- Provide the Client with MOW contact information



- ✓ Cover cuts
- ✓ Hand Hygiene
- ✓ Do not handle soiled linen or trash
- ✓ Avoid contact with blood and other bodily fluids
- ✓ Do not use bathrooms
- ✓ Be mindful when accepting food and drinks
- ✓ Be observant of fall risks or other hazards in the home
- ✓ Do not go into a home if you feel unsafe
- ✓ Maintain Client confidentiality



Vehicle Policy

- DOA does not provide gas reimbursement or provide transportation for deliveries
- Speak with your tax preparer concerning 502V form
- All drivers must maintain a valid drivers' license and vehicle insurance
- DOA is not liable for accidents which occur during meal delivery



Pets Eat Too!

In conjunction with the-
Animal Welfare League of Frederick County
and other local agencies

- Pet food bank
- Pro bono veterinary services
- Financial assistance

*If a client is inquiring about pet food have
them call the Meals on Wheels staff*



thank you
for making a difference

Any questions?