



Thank you for volunteering! We are so grateful for you sharing your time and talents with us. Here is some basic information for your volunteer role.

- If you are ill, please do not come in for a shift. Let us know as soon as possible so we can schedule a substitute.
- We strive for a positive experience for all volunteers & clients. If you have any questions or concerns please don't hesitate to let us know.

Meals on Wheels Delivery

- Please arrive between 11 & 11:15. Pull in the alley to our back door & enter the kitchen. You will pick up a bag of hot meals & a cooler with milk & sides.
- There is a free app you can use on your phone that will direct you to each client. Or, if you prefer, we can provide a paper list. If you'd like to use the app we can help with downloading it.
- You will be delivering to either Lisbon or Mount Vernon. (If you signed up through your church, you will do the Mount Vernon route). We do have paper maps of each town available if needed. The list/app will list all deliveries in order.
- Each client receives one hot meal & one brown bag. Some clients do not get milk, and they should receive a brown bag marked "no milk." Otherwise all bags are the same.
- When you arrive at the client's door please be patient as some of them have mobility issues & may be slow to get to the door.
- If a client does not answer you can try to call them. (Their numbers are listed on the sheet or included in the app) If they do not answer, bring their meal & bag back to SELCC at the end of the route. When you arrive, let us know if someone wasn't home.
- If you have any other concerns about a client please let us know so we can follow up.
- If the weather is bad and SELCC and/or Horizons is closed there will be no meal delivery. Also, if the client's driveway/sidewalk/steps/porch, etc. has not been cleared of snow/ice, the meal is not to be delivered. Please return the meal to SELCC when your route is complete.