

Mea's s On Whee's

A PROGRAM OF **Horizons** 

So far this fiscal year, **3,277** meals have been prepped and delivered to over 30 seniors in our communities!

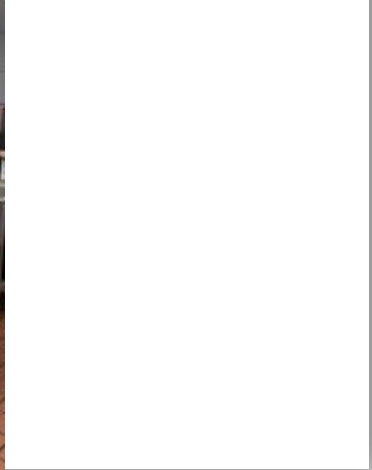
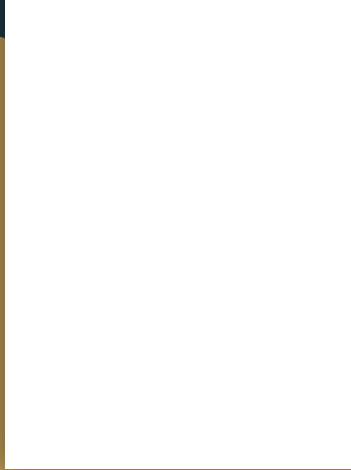


24 volunteers have spent **214** hours
prepping meals.

76 volunteers have spent **381.25** hours
delivering meals.

SO HOW DOES IT WORK?

Meals are prepared and
packaged daily at
Horizons in Cedar Rapids



Then they are
delivered to us by
Richard
(a Horizons
volunteer).



Once the meals arrive at SELCC, our kitchen volunteer gets them prepped for delivery!

KITCHEN DUTY

****Please note: if you are ill or feeling unwell,
call us immediately so we can find a
replacement for your shift.****

STEP 1:

When you arrive, ask staff for the Meals on Wheels clipboard.

- Route sheets are on the clipboard and show you how many meals, bags with milk & sides, and bags with just sides you'll need to pack up for each route.

****If no one is home for delivery, do NOT leave meal. Return it to us!****

Daily

LISBON HOME DELIVERY: _____

Routes SELL & MM

-----CALL 319-455-2844 WITH ANY URGENT ISSUES-----

NAME	ADDRESS	MILK	DELIVERY NOTES	PHONE #
Bob Ross	321 Happy Tree Lane	MILK	**Enter through garage**	319-555-8739
Kermit T. Frog & Ms. Piggy	456 Sesame St.	NO MILK NO MILK		319-555-0645
Old Mother Hubbard	Meyers Meadow H2	NO MILK		319-555-2662
King Cole	Meyers Meadow G3	MILK		319-555-0354
Little Lamb	Meyers Meadow A3	MILK		319-555-2409
Little Star	Meyers Meadow D2	NO MILK		931-555-0354
Cookie Monster	1289 Chocolate Chip Circle	MILK		319-555-9282
Big Bird	678 Blackbird Lane	MILK		712-555-5287
Snuffle Upagus	703 Wooly Mammoth Dr	MILK		319-555-2137
Jack & Jill Tumble	777 Hilltop Rd	NO MILK NO MILK	**Ring doorbell. If a response from inside, then leave food in cooler next to the door. If no response, do NOT leave meal.**	319-555-4931
Hansel & Gretel Kinderhaus	311 Gingerbread St.	MILK MILK		

☐

bag w/ frozen meal

☐

milk

☐

no milk

☐

total meal

STEP 2:

- Turn on ovens following instructions posted above each range. This allows them time to preheat before use. **If you don't end up using them, then just turn them off.**
- Grab cooking sheets.
 - They are usually on top of one of the ranges or in the large cupboard directly behind ranges.

OVEN USE FOR MOW:

Turn temperature dial (on the left) COUNTER CLOCKWISE to 250°F.

Press CONFECTION FAN (button on right side of stove).

Place meals and heating pads on cooking sheets.

Heat for 10 minutes, then check temperature.

Meals must be reheated to 165°F.

WHEN DONE:

Turn temperature dial clockwise to OFF.

Press confection fan button to turn off.

Leave cooking sheets on top of stove or counter to cool.

STEP 3:

Wash hands & glove up!

- Use the specified handwashing sink.
 - Follow proper handwashing procedure
- Gloves & hairnets are located in the drawer directly opposite of the sink.

Handwashing 101!

- Wet your hands with clean, running water (warm or cold)
- Apply soap
 - Lather your hands by rubbing them together with soad. Lather the backs of your hands, between fingers, and under your nails.
- Scrub your hands for at least 20 seconds (hum Happy Birthday song from beginning to end twice).
 - Rinse hands thoroughly with clean, running water.
- Dry hands with a paper towel.
 - Use the paper towel to turn off faucet.
 - Dispose of paper towel in trash can. (big black can by kitchen closet)

STEP 4:

Prep bags for milk / side.

- Brown paper bags are located in the 2nd to the end drawer under the counter where the microwave is.
- Set out the number of bags you need for each route.
- Write 'NO MILK' on number of bags that will NOT contain milk.

STEP 4 continued:

- Take crate of milk out of walk-in cooler. (crates are located on the left side, bottom shelf).
- Put 1 milk in each bag (unless it says NO MILK).
- Put milk crate back in walk-in.
- Put side(s) in all bags (once they get here).

Step 5:

Put paper bags in coolers

- Grab cooler from the kitchen closet. Coolers are labeled Lisbon / Mt. Vernon. (If closet is locked, please see staff).
- Put 2 ice packs in each cooler. (Ice packs are located in the short white freezer).
 - Put correct amount of milk / no milk bags in each cooler according to route sheet.
- Set coolers aside until driver arrives to deliver meals.

STEP 6:

Prep meals

- Check temperature of meals when they arrive.
- To check temp, point thermometer at entree of meal and pull the trigger.
 - If 140 degrees or above, they are safe to pack up for delivery.
 - If under 140 degrees, they must be reheated to 165 degrees before being packed up for delivery.

STEP 6 continued:

- Record data on dining site temperature log (hanging on walk-in). Enter the following information:
 - Date
 - Walk-in refrigerator temp (thermometer is hanging on left shelf in walk-in).
 - Time meals arrived, what meal is, and temperature.
 - Response to meal temp. (write warmed)
 - Initial page

STEP 6 continued:

- Put meals and warming pads on cooking sheets. (usually stored in cupboard across from ovens).
- Put cooking sheets in ovens.
- Wait 10 minutes and check meal temperatures again.
 - If 165 degrees or more, ok to pack.
 - If less than 165 degrees, wait 5 minutes then check temp. again. (repeat until meals are at correct temp.)



Site:

Month:

before serving the Home Delivered (HDM), where applicable, and Congregate meals

[illegible]

STEP 7:

Pack meals for delivery.

- Grab warm bags from the kitchen closet. Bags are labeled Lisbon / Mt. Vernon. (If closet is locked, please see staff).
- Put 1 warming pad on the bottom of each bag. (MV bag will also get one on top of meals.)
 - Put correct amount of hot meals in each bag according to route sheet.

STEP 8:

Wait for delivery drivers, light clean up & done.

- Once the meals and milk/side bags have been packed up, you'll wait for the delivery drivers to arrive.
 - Pass on any important information from staff.
 - Assist with loading bag / cooler into vehicle if needed.

Step 8 continued:

- No driver?
 - If a route driver does not arrive by 11:30, please inform staff immediately!
 - **Calendar of drivers for the month is posted on the side of the walk-in by the monthly menu.*
- Wipe down counter tops
 - Green bucket = dishsoap
 - Red bucket = sanitizer water
- Return clipboard & any papers to staff.

You're all done!

READY FOR DELIVERY!

****Please note: if you are ill or feeling unwell,
call us immediately so we can find a
replacement for your shift.****

SELCC volunteers load the hot bag and cooler into their vehicle using the kitchen door behind the building.



Once loaded, the volunteer sets off to deliver meals using the route sheet provided or the mobile meals app (ServTracker).

DELIVERY

STEP 1:

Arrive at designated location according to route sheet or app.

**If the driveway, walkway, and/or stairs are not cleared making them dangerous, DO NOT deliver. Your safety is important to us. Bring the meal back to SELCC when you're done with your route and we will contact the client. **

LISBON HOME DELIVERY: _____

Routes SELL & MM

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Little Star	Meyers Meadow D2	NO MILK		931-555-0354
Cookie Monster	1289 Chocolate Chip Circle	MILK	**Enter through garage**	319-555-9282
Big Bird	678 Blackbird Lane	MILK		712-555-5287

10:50



Meyer's Meadow **MM** 0 / 7 Serving today

🔍 Search clients..

1. Newenham, Nancy

202 N Jefferson St G2; Meyer's Meadow,
Lisbon, IA 52253

2. Webster, Monica

202 N Jefferson St G3; Meyer's Meadow,
Lisbon, IA 52253

3. Moore, Earnest

202 N Jefferson L3; Meyer's Meadow, Lisbon,
IA 52253

4. Mobley, Kathleen

202 N Jefferson L-4; Meyer's Meadow, Lisbon,
IA 52253

5. Powell, Sheryl

103 Walnut St F2, Lisbon, IA 52253

6. Bova, LaVonne M

203 N Walnut St A3, Lisbon, IA 52253



STEP 2:

Take 1 meal and 1 paper bag
(2 of each if there are 2 people listed at the address)
up to the door.

STEP 3(a):

Knock on the door and / or ring the doorbell.

(Please be patient as some of our seniors move slowly).

But what happens if no one answers the door?

STEP 3(b):

If no one answers the door, please try calling them (their phone number is on your route sheet).

What if there is still no answer?

STEP 3(c):

If no one answers the door and / or the phone, **DO NOT leave the meal(s).**

Return to your vehicle, put items back into warming bag / cooler, and continue on your route.

Step 4 (only if using the app):

Mark meal as delivered OR not delivered

- If not delivered, select the reason why from the pull down menu, and click submit.
- Move on to the next stop on your route.

11:51



 Route List

 Chat

 Summary

 Logout

7 / 7 Serving today

 Delivered

 Not Delivered

1. Newenham, Nancy

202 N Jefferson St G2; Meyer's Meadow,
Lisbon, IA 52253

 Call Home

 Call Cell

 Get Directions


Special Instructions:

2 - Hot Meal A Regular

☐ Extra Meal Delivered

0 - None

Driver Comments:

 Call Office

DONE DELIVERING?

Return hot bag, cooler, and any undelivered items to SELCC (using the same kitchen door you loaded from).

If any meals weren't delivered, please let a staff member know.

You're all done!

FAQs:

1. What do volunteers do if you're unable to fill your shift?

Call us as soon as possible so we can find a replacement.

2. What if a volunteer is ill or not feeling well?

Call us as soon as possible so we can find a replacement for your shift.

3. What should a volunteer do if they have a concern about a client?

If you feel it is an emergency, call us immediately. Other concerns can be relayed to staff when you return from your route.

4. What should a volunteer do if a client has a concern or question?

Encourage the client to call us. Otherwise, you can jot down the information and relay it to staff upon your return.

WINTER WEATHER POLICY

When there is inclement weather, typically we will CLOSE if Lisbon and/or Mount Vernon School CLOSE. If there is just a delay, we will be open our normal hours.

We will always communicate any change in scheduling.

You are always welcome to contact us if you have any questions.