

# Meais On Wheeis

A PROGRAM OF **Horizons** 

So far this fiscal year, **2,803** meals have been prepped and delivered to over 30 seniors in our communities!



**21** volunteers have spent **195** hours prepping meals.

**81** volunteers have spent **376** 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 Horizons' volunteers, Pam & Larry.



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 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 Woolly Mammoth Dr	MILK		319-555-2137 
Jack & Jill Tumble	777 Hilltop Rd	NO MILK NO MILK NO MILK	**Ring doorbell. If a <u>response</u> from inside, then leave food in cooler next to the door. If no <u>response</u> , do NOT leave meal.**	319-555-4931
Hansel & Gretel Kinderhaus	311 Gingerbread St.	MILK MILK		

bag w/frozen

meal

milk

no milk

total meals

## STEP 2:

- Turn on ovens following instructions posted above each range. This allows them time to preheat before use. **\*\*PUSH dial in before turning!\***
  - 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 soap. 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.  
**\*\*DO NOT SET COOLERS ON THE FLOOR!!!\*\***

## STEP 6:

### Prep meals

- Check temperature of meals when they arrive.
- To check temp, point thermometer at the bottom of the entree portion of the meal and pull the trigger.

\*\*If the entree is on any bread product, please test the vegetable portion of the meal instead.\*\*

- 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. If meals have to be reheated, write warmed. If not, draw a line through to the 'initials' box.
  - Initial page.



## STEP 6 continued:

- Put meals and warming pads on cooking sheets (usually stored in cupboard across from ovens). The warming “stone” can be placed directly on the oven rack.
- 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.)



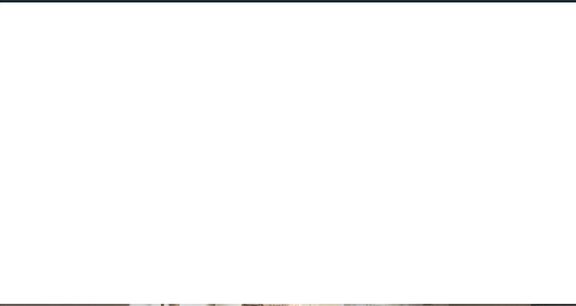
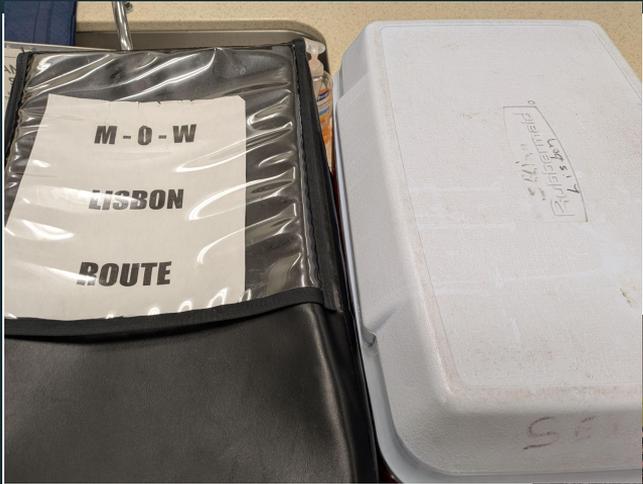
## STEP 7:

Pack meals for delivery.

- If meals are at the correct temp when they arrive, leave in the bag they arrived in.
  - Grab “Lisbon Route” & “MV Route” papers out of bags that are in the closet.
  - Put one paper in the pocket of each bag that the meals are in.
  - Make sure each bag contains the correct number of meals for that route.

## STEP 7 continued:

- Grab warm bags from the kitchen closet. Bags are labeled Lisbon / Mt. Vernon. (If closet is locked, please see staff).
- Put a warming “stone” at the bottom of each bag.
- Put correct amount of hot meals in each bag according to route sheet.
- Put warming pads on top of meals.
- Close bag tightly.



## 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:

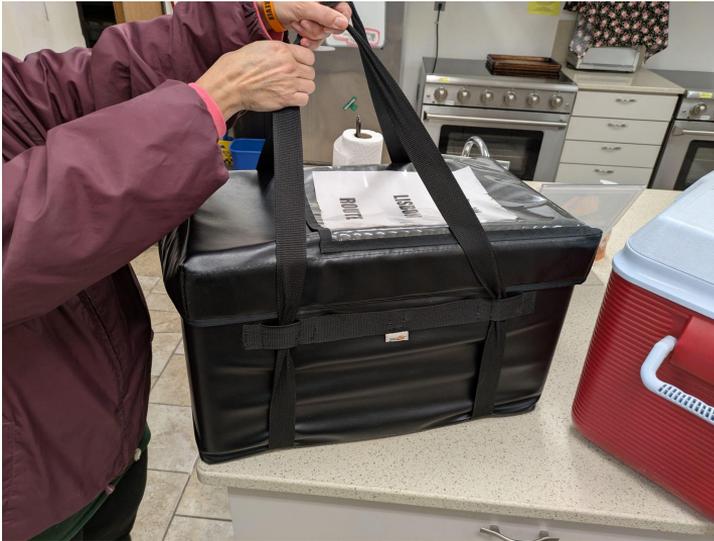
- No driver?
  - If a route driver does not arrive by 11:30, please inform staff immediately!
    - \*\*Calendar of drivers for the month is posted on the side of the walk-in.\*
- Wipe down counter tops.
  - Green bucket = dishsoap
  - Red bucket = sanitizer water
- Return clipboard & any papers to staff.

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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Kermit T. Frog & Ms. Piggy	456 Sesame St.	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 food.**	319-555-0645
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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	**Enter through garage**	319-555-9282
Big Bird	678 Blackbird Lane	MILK		712-555-5287

10:50

Signal strength, Wi-Fi, and battery icons

- Map
- Chat
- Summary
- Logout

Lisbon Route      SELL      0 / 7      Serving today

Search clients..

- 1.**      Ross, Bob  
321 Happy Tree Lane, Lisbon, Iowa 52253
- 2.**      Frog, Kermit T.  
456 Sesame Street, Lisbon, Iowa 52253
- 3.**      Piggy, Miss  
456 Sesame Street, Lisbon, Iowa 52253
- 4.**      Monster, Cookie  
1289 Chocolate Chip Circle, Lisbon, Iowa 52253
- 5.**      Bird. Big  
678 Blackbird Lane, Lisbon, Iowa 52253
- 6.**      Upagus, Snuffle  
703 Woolly Mammoth Drive, Lisbon, Iowa 52253

- Call Office
- Return to Office

## 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.

\*\*Meals **CAN NOT** be left, period. Even if the senior says they'll "be home soon", the meal **MUST** be returned to SELCC and we will contact the senior about their meal.\*\*

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](#)

**4. Monster, Cookie**  
1289 Chocolate Chip Circle,  
Lisbon, IA 52253

[📞 Call Home](#) [📞 Call Cell](#)

[📍 Get Directions](#)

Special Instructions:

1 - Hot Meal A Regular  
 Extra Meal Delivered

0 - None

Driver Comments:

[📞 Call Office](#)

Step 4 continued:

If using the app:

When you're done delivering, your screen should have green checkmarks next to seniors who you delivered to and a red X next to seniors who were not home to receive their meal.

Lisbon Route SELL

🔍 Search clients..

1. Ross, Bob   
321 Happy Tree Lane,  
Lisbon, Iowa 52253

2. Frog, Kermit T.   
456 Sesame Street,  
Lisbon, Iowa 52253

3. Piggy, Miss   
456 Sesame Street,  
Lisbon, Iowa 52253

4. Monster, Cookie   
1289 Chocolate Chip Circle,  
Lisbon, Iowa 52253

# 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.