



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 & neighbors. If you have any questions or concerns, please don't hesitate to let us know.

## Meals on Wheels Delivery

- Please arrive between 11am and 11:15am. 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 neighbor's home. We will also provide you with a paper copy with delivery instructions for each neighbor on your list. If you'd like to use the app, we can walk you through how to download and use 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.
- Each neighbor receives one hot meal & one brown bag. All brown bags are the same except for those who do not want milk. If the list shows "no milk" next to a neighbor's name, give them a bag that is marked "no milk."
- When you arrive at the neighbor's door, please be patient as some of them have mobility issues & may be slow to get to the door.
- If a neighbor does not answer, please try to call them. (Their number is listed on the sheet and included in the app.) If they do not answer the door or the phone, bring their meal & bag back to SELCC at the end of the route. When you return, let us know if someone wasn't home. \*If you are not comfortable using your phone to call neighbors, please call SELCC, and we will call them while you wait at the door.\*
- If you have any concerns about a neighbor, 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 you cannot safely get to a door due to snow/ice, please do not attempt delivery. Return the meal to SELCC when your route is complete.

**\*\*Meals are NOT to be left under any circumstances. Notes from neighbors requesting their meal be left are not accepted.\*\***