

Welcome to the Torrance/Lomita M.O.W. Program.

1. Hours are: 11:00 am - 1:00 pm or until route is completed. Parking is available in the church lot directly across the street on Maricopa. Enjoy the free coffee and snacks.
2. Sign-in when you arrive & sign-out when you leave. Check the bulletin board for announcements & route changes. If you plan to be off, on your regular scheduled day, for any reason (e.g.: vacation), please sign out on the large calendar at the sign in table and notify your team leader or the office.
3. Pick-up and wear your Name Tag so that the clients and other volunteers know who you are.
4. Review the Route Book for additions, deletions or other changes. Please do not change the order of the route without checking with the office. Suggestions to simplify/correct the route are always welcome.
5. The kitchen staff will announce when the catered meals arrive.
 - a. Please count the number of Hot Meals in the thermal bag, the Hot Meal Supplements in cooler bag, the Cold Suppers in a cooler bag and verify that they match the number in your Route Book, and that you have the appropriate special meals.
 - b. Remember to place the “DELIVERING MEALS ON WHEELS” sign on your car’s dashboard whenever you are delivering.
6. Near the first of the month, all Delivery Teams hand out the monthly bills to the clients. A day or so later, payments are picked up by other Delivery Teams. Some clients have their bills mailed to family members for payment. To avoid possible misunderstanding, please verify that the payment is correct before accepting it. Place their checks or cash in the plastic pouch inside the Route Book.
7. Both the Driver and Rider should go together when entering a client’s house or apartment, unless parking is a problem. This is for legal protection, for both you and Meals on Wheels. Be polite and cheerful. You may be the only people the client sees all day.
8. If the client does not answer the door and there is no cooler or ice chest left outside, DO NOT leave the meals at the door. Recheck Route Book for any special instructions. Please call the office, at your next stop, to report the problem. The office will attempt to call the client or call their emergency contact person to report the situation. Bring the meals back to the office. The Cooler Policy is in your route book for reference.
9. The client may need help dividing the food, removing lids, opening the milk carton, etc.



10. Please return the bags and the route book to the office.