

**DRIVER/RIDER INSTRUCTIONS & GUIDELINES FOR VOLUNTEERS**

Welcome to the Torrance/Lomita M.O.W. Program. Our goal is to deliver high quality meals and cheerful service to homebound residents. With the caring help of volunteers, we have provided this needed service since 1973.

1. Please complete the attached **Volunteer Registration** form and return it to the office staff for review.
2. Hours are: **11:30 am - 1:00 pm** or until route is completed. Parking is available in the lot directly across the street on Maricopa. Enjoy the free coffee and snacks.
3. **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.
4. Pick-up and wear your **Name Tag** so that the clients and other volunteers know who you are.
5. 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.
6. The office staff will announce when the catered meals arrive and when the meals are ready to go.
 - a. 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.
 - b. Remember to place the “DELIVERING MEALS ON WHEELS” sign on your car’s dashboard.
7. 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.
8. 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.
9. 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.
10. The client may need help dividing the food, removing lids, opening the milk carton or cutting the meat. Please help if you can.
11. When you return to MOW, please rinse and wipe clean the inside of the 2 Cooler Bags and Thermal Bag. Return all the bags to their proper storage area.

Thank you for your cooperation. Without caring people, our program could not exist. Giving of your time and talent to serve the homebound is a generous gift of service.

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