

# OSTERVILLE MEN'S CLUB - MEALS ON WHEELS PROGRAM

## PROGRAM OVERVIEW AND RESPONSIBILITIES

*[Revised: August 1, 2020]*

### **GENERAL PROGRAM INFORMATION:**

In 2017, The Osterville Men's Club (OMC) began a partnership with Elder Services of Cape Cod and the Islands (ESCCI) to participate in ESCCI's Meals on Wheels (MOW) program. MOW is a community service program providing nutritional needs to elders, aged 60 and over, who are homebound and cannot prepare a meal on their own. Home delivered meals are available to elders Monday through Friday each week. The MOW program is subsidized through federal, state, county and town funding, consumer donations, and through general contributions and fundraising.

ESCCI is a non-profit community-based organization dedicated to promoting the welfare, enhancing the quality of life and maintaining the dignity of elder adults in the twenty-two (22) towns of Barnstable, Dukes and Nantucket counties. The organization is a federally designated Area Agency on Aging (AAA). Since 1972, ESCCI has been the central source of information and services enabling elders to enhance their quality of life and maintain their independence.

OMC members and spouses who become certified to serve in the MOW program will deliver meals on approximately two, Fridays of each month to areas within the seven villages of Barnstable. Each Club driver will deliver to one of three (3) routes. Each delivery route takes approximately two (2) hours to complete. OMC drivers are usually finished with their driving obligations before Noon on the Friday that they serve.

### **WHAT INTERESTED VOLUNTEERS NEED TO DO TO BECOME CERTIFIED AS A REPRESENTATION OF MOW:**

Getting approved to become a driver participant in the OMC Meals on Wheels Program is a very simple exercise and consists of four (4) steps:

1. Once your interest in volunteering is known by the OMC Program Coordinator, you will be asked to attend a one-hour orientation session with representatives from ESCCI, the Meals on Wheels Program, and the OMC MOW Program Coordinator. This session is conducted at the Barnstable Adult Center. At this session, you will receive a comprehensive overview of how the program operates and how volunteers participate;
2. During the Orientation Session, you'll be asked to provide and/or complete the following information:
  - Provide a copy of a valued Driver's License with Photo
  - A Partner Group Volunteer Application
  - A CORI (*Criminal Offender Record Information*) Request Form
  - DMV License Check
3. When the OMC Program Coordinator has been notified by ESCCI of a volunteer's clearance as a result of the above-mentioned background checks, the OMC MOW Program Coordinator will notify the volunteer(s) of their acceptance and schedule a Ride-Along session when the new volunteer will shadow a current driver to learn, first-hand, how the program operates;

4. When the Drive-Along session is completed, the volunteer will be included in the upcoming schedule for route deliveries and will receive a revised route schedule and contact information for all program volunteers. The route information is distributed to all of the drivers in the OMC MOW Program by the Program Coordinator each Quarter.

This orientation/certification process usually takes several weeks to complete once you attend the MOW Orientation Session.

MOW drivers are provided with insurance policy protection which will be explained in detail at the MOW Volunteer Driver Orientation Meeting.

### **DRIVER DUTIES AND RESPONSIBILITIES:**

As a certified volunteer for the OMC Meals on Wheels Program, you will be expected to be attentive to the following:

#### **A. PRIOR TO YOUR DELIVERY DAY:**

- As volunteers in this program, you will receive regular messages from the OMC MOW Coordinator concerning the program, driver contact information, and delivery calendars.
- These messages will include any important updates on the program as well as service calendars;
- Generally, the Program coordinator distributes the service calendars on a quarterly basis. These calendars will outline the driver schedule for each month, along with contact information for both the assigned drivers and any substitute drivers. It will also contain my contact information;
- I deliver this information electronically to the email address that I have for you from the OMC Membership Directory. If you would like me to use another address for you, please let me know;
- If you have a conflict on the date that you have been scheduled to drive:
  - Contact the Standby Driver scheduled for your delivery date: Determine if he can cover for you;
  - *Or*, contact one of the Substitute Drivers to see if one of them can fill in for you on your date;
  - *Or*, if no Standby or Substitute Driver is available, contact a Regular Driver and determine if you can arrange for a swap in delivery dates.
  - If all else fails (*i.e., no driver is available to switch with you*), contact the OMC/MOW Program Coordinator.
  - Once you have secured a substitute driver, or you have switched with another regular driver, please notify both me and Carol Koepp by email. It is important that we keep the delivery calendars as accurate as possible.
- In the case of inclement weather, the rule of thumb is that if Hyannis cancels school, then there is no delivery by MOW either.

If there are any changes to the schedule brought about directly by the MOW staff on a date that you are slated to drive, you will be notified directly by them of this change.

## **B. ON THE DAY OF SCHEDULED DELIVERY, PRIOR TO BEGINNING YOUR ROUTE:**

The OMC currently delivers on Friday mornings, to three (3) delivery routes in Barnstable. Depending upon the route that you are assigned to (*Either #5, #7, or #8*) you will make deliveries in the villages of Osterville, Cotuit, Centerville, Marstons Mills, Barnstable, West Barnstable and Hyannis each week.

Make certain that your cell phone is fully charged before you begin your delivery route, especially if you will be using it to serve as a GPS directional source;

Plan to arrive at the MOW Distribution Center located at the Barnstable Adult Center 825 Falmouth Road, Hyannis, MA between 9:00 – 9:15 am;

Once at the Senior Center, place the following items in your car for your designated Route (again, either #5, #7, or #8 (*All of these materials are provided to you upon arrival at the Barnstable Adult Center*)):

- Food Coolers
- Weekend Delivery Items (if any)
- Bread and Butter
- Fruit
- Milk
- Delivery Basket
- Route Notebook

### **\*NOTE: REVIEW YOUR DELIVERY NOTEBOOK PRIOR TO DEPARTING ON YOUR ROUTE DELIVERIES :**

You will be provided with a Delivery Notebook which will contain your route deliveries for the day, as well as pertinent information about each service client.

- Check to make certain that you have your delivery sheets and how many clients you will serve that day;
- Determine if you have any multiple deliveries at the same address and mark your notebook accordingly so that you'll be prepared for these special stops;
- Make note of any weekend meal package deliveries you have for that day;
- Make sure that you have a pen to make notes on your delivery sheets;
- Mark down your starting mileage, and your time of departure.

## **C. WHILE ON YOUR ROUTE:**

If one of your delivery customers does not respond to your original knocking or doorbell usage:

- Call the customer telephone number
- If no answer, knock/ring again.
- If still no answer, leave a delivery notification card (*copies will be in your route book*) in the door and mark the day/time of your visit.
- Make a note in your route delivery book indicating that this customer was not home when you came.

If a customer rejects any portion of the delivery (i.e., milk or fruit, etc.), merely return it to your supplies and proceed on to the next house;

If a customer asks you to deliver a meal to someone else (like a next-door neighbor), explain that we cannot do that because they are not part of our service group;

\*When you're with a customer, or at least, in their home, conduct an informal wellness check, including:

- *Does the customer seem OK or is he/she in some sort of distress?*
- *If necessary, call 911 for emergency service and wait until that service arrives. Once they are on the scene, you should leave and continue with your deliveries;*
- *Are there a great many MOW food containers already in the customer's refrigerator (if you have an opportunity to go into their kitchen)? If this is the case, make a note in your route delivery book and mention it upon your return to the MOW distribution center.*

**D. AT THE END OF YOUR DELIVERY ROUTE WHEN YOU RETURN TO THE DISTRIBUTION CENTER:**

- Mark down the time that you have returned to the Distribution Center and your total elapsed mileage;
- Bring all your delivery materials into the facility (*there are often individuals who will come out to assist you in getting everything out of your car*);
- Inform Carol (MOW Distribution Center Coordinator) of any irregularities during your delivery (i.e., Customers not at home when you came; Any incident of medical emergency assistance; and, any observations on your part that you feel would be of interest to the MOW program officials;
- Log your driving time and your travel mileage into the MOW Logbook, under the section for Osterville Mens Club":  
*NOTE: While the MOW program allows for the reimbursement of mileage for its drivers, the Osterville Men's Club has determined, as a matter of policy, that this reimbursement would either be donated back to the MOW organization (by not claiming it) or, preferably, donated to the OMC (by completing the log book with details on the day you served and the mileage that you incurred). Funds donated to the OMC are used to support the high school scholarship program of the Club. Drivers for the OMC/MOW program will not be reimbursed directly for any mileage that is incurred in this effort.*

**ANY QUESTIONS?**

The MOW Program Coordinator for the Osterville Men's Club is Wes Harrington.

If you have any questions regarding the program, please don't hesitate to contact me personally. I am here to help make certain that you are successful in your very important service to ESCCI. The best way to contact me is either:

By Cell Phone:       617-921-9841

By Email:             [wesharrington3@gmail.com](mailto:wesharrington3@gmail.com)

**THANK YOU FOR YOUR COMMITMENT TO THIS IMPORTANT OMC and ESCCI PROGRAM, AND GOOD LUCK WITH YOUR FUTURE DELIVERIES!**