

## BERKELEY COUNTY MEALS ON WHEELS

### DRIVER GUIDELINES

116 E. King Street  
Martinsburg, WV 25401



Our office hours are Monday-Friday 8 am – 12:00 noon. Office **304-263-6622**. Our Program Manager, Dianne Waldron's phone number is **912-536-3395**. The Program Manager's office is in the back hall in the east end of the building. Please feel free to contact the office with any questions or concerns.

You will be assigned a specific route for a specific day of the month. You will be responsible for that route and that day. We know there will be times when you will be unable to deliver. We appreciate notification in advance so we will have time to find a substitute. You will be trained by an experienced driver so that you are comfortable on your assigned route. You will drive your own vehicle and use your own gasoline.

Your safety is important to us. It is helpful if you have a cell phone so you can call the office during your route if necessary and/or the office can call you when instances occur.

Unless otherwise notified, we begin packing hot trays and sending driver's out on routes with the two-part meals (hot and cold) at 10:15 am Monday through Friday. Drivers should arrive no later than 10 am in time to check route lists (driver books will be on the table) and receive special instructions. It is imperative that you check the driver book each time you drive as changes occur frequently. Specific instructions need to be followed.

As soon as you arrive, please sign in with name and route number on sign-in sheet on "driver's table". Trays are packed in order of driver sign-ins. If the driver has questions or concerns once they have read the driver book, please ask **BEFORE** leaving on the route. Either copy client's names and directions or take Driver Book with you on the route –

**TAKING CARE TO RETURN IT THE SAME DAY.**

Locate **all parts** of what you are to deliver --- cold bags (one per client with name on outside of the bag). Cold bags for Routes 2 and 3 will be found in coolers near the drivers' table and, perhaps, a bag or two in the refrigerator. Cold bags for routes 1, 4, 5, 6, 7 will be in the refrigerator nearest the kitchen windows and will be marked with route numbers. Please ask kitchen assistants if you have any questions or concerns.

Most routes have at least two or three cold bags. **PLEASE CHECK REFRIDGERATOR CAREFULLY**, so you won't have to return to kitchen after leaving for your route. Hot trays (one per client with name on lid) will not be ready until 10:15 am. If you have any questions, please do not hesitate to ask.

#### WHEN MAKING DELIVERIES:

Follow the route listing as closely as possible. It is set up so that trays, bags, and route books correspond. Route books on driver table will often have specific instructions about delivery, so please read all directions and instructions carefully. If you choose to copy instructions rather than take the master driver book with you, be sure to carefully copy all instructions as they are specific to each client. Changes occur frequently and you cannot assume that the instructions has stayed the same.

Each client will receive one hot tray and one cold bag, unless otherwise notified by staff. AT TIMES, THERE WILL BE MORE THAN ONE CLIENT PER ADDRESS. STILL ONE BAG AND ONE TRAY PER CLIENT UNLESS OTHERWISE NOTIFIED.

If client does not answer after knocking (**unless instructions on route book indicate differently**), put tray and bag between storm door/front door or on a nearby chair/table/porch.

**IF THERE ARE MEAL TRAYS AND BAGS FROM PREVIOUS DAYS, DISPOSE OF THESE MEALS IN TRASH AND CONTACT MOW Program Manager ASAP. 304-263-6622.**

Do not leave that day's meal at the client's home if previous day meal is there. Give that day's meal to someone else on your route. Call our office immediately and notify us that you were unable to deliver the meal to the client in person or that there was no answer. The office will then notify the emergency contact person(s) so they are aware. This service is vital as we are a life-line to clients who live alone and are isolated.

If you determine that a client has fallen, etc., and you feel that he/she needs medical attention, question the client, if able to respond, find out who to call (emergency contact/family/friend/neighbor). Otherwise, call 911. Call our office to report the activity. Stay with the client or ask a neighbor to stay with the client until medical help arrives.

Drivers/volunteers should refuse to bring payments to our office for the clients. You are under no obligation to do so.

Do not do personal chores or favors for clients while delivering your route. Some activities may put you or MOW organization in a liability situation. Also, there are other clients awaiting their meals .... some diabetic. IF A CLIENT ASKS YOU FOR MONEY OR OTHER ITEMS, UNDER NO CIRCUMSTANCES ARE YOU TO ACCOMMODATE THESE REQUESTS. REPORT THIS TO THE PROGRAM MANAGER.

MOW has no delivery service on the days Berkeley County Schools are **CLOSED** due to inclement weather (SLEET, SNOW, ICE, ETC). If schools are on a two-hour delay, MOW will be on time and their

regular schedule. However, when there is a two-hour delay, if you do not feel safe driving, immediately contact our office so that arrangements can be made for a substitute driver.

Meals are provided all weekday holidays except Thanksgiving, Thanksgiving Friday, and Christmas Day. All other weekday holidays we provide service.... New Year's Day, MLK Day, President's Day, Election Days, Memorial Day, WV Day, July 4<sup>th</sup>, Labor Day, Columbus Day, Veterans Day, etc. On those days, we begin sending meals on the road by 10 am. Please plan on arriving by 9:30 am on those weekday holidays.

If you have any questions, please contact  
304-263-6622.

We could not complete our mission without volunteer drivers. We are the only food program in Berkeley County who deliver hot meals to the entire 322 square mile area of the county.

Your time and effort sustain our program.  
THANK YOU!!!

## **Mission Statement**

Berkeley County Meals on Wheels, Inc. (non-profit), provides hot, nutritional, low-cost, home-delivered meals for **HOMEBOUND** seniors and /or disabled residents of Berkeley County, enabling recipients receiving this service to sustain their independence within their homes. Celebrating almost 50 YEARS in our community!!!