

Meals on Wheels
OTTAWA



La Popote roulante
OTTAWA

Fondateur/Founder: The King's Daughters and Sons 1968

Meals on Wheels/La Popote roulante: Volunteer Route Training Checklist

New Volunteer name	
Trainer	
Date	
Kitchen and route #	

Thank you for joining the Meals on Wheels team. This check list is meant to assist both you, and the experienced volunteer training you, to ensure that all the important information you received during orientation is reviewed during your route training.

Suggested things to keep on hand in the vehicle: Paper towels or wipes for cleaning up spills, pen/pencil for making notes along the route, map book, bottle of water, hand sanitizer

Before your scheduled route	check	notes
Be sure to arrive on time for your route delivery	<input type="checkbox"/>	
Give as much notice as possible when you are unable to do your route to allow MOW staff time to find a replacement	<input type="checkbox"/>	
A map of the route can be provided if needed.	<input type="checkbox"/>	

Before Leaving the kitchen	check	notes
Counting meals (4 parts) - pay special attention to the number of meals per client	<input type="checkbox"/>	
Review special diets and ensure you have the proper meals	<input type="checkbox"/>	
Note any extra clients added (hand written at the bottom of the route sheet)	<input type="checkbox"/>	
Verify that the route sheet has the correct date	<input type="checkbox"/>	

On Delivery	Check	notes
Never leave a meal at the door (even if the client has left a note)	<input type="checkbox"/>	
Call the MOW office if a client doesn't answer (if you don't have a cell phone ask to borrow the phone at the next client)	<input type="checkbox"/>	
Be sure to close bags as quickly as possible to ensure that meals retain their heat and always use the MOW insulated bags to take the meal from the car to the door	<input type="checkbox"/>	
Deliver to clients in the order they appear on the sheet as much as possible. Clients come to expect their delivery at a certain time. Contact the MOW staff if you have suggestion regarding the routing	<input type="checkbox"/>	
In the event of an emergency, call 911 then the MOW office	<input type="checkbox"/>	
Contact the MOW staff if a client is experiencing any difficulties in their home	<input type="checkbox"/>	

After your route	check	notes
Return your bags to the kitchen	<input type="checkbox"/>	
Wipe out the bags with paper towel if there was any spillage	<input type="checkbox"/>	
Ensure that the soup dividers are in the bags when you return them	<input type="checkbox"/>	
Contact the MOW office if you notice that any bags are in need of replacement	<input type="checkbox"/>	
To maintain client confidentiality please dispose of the route sheet properly (shred or tear into pieces before discarding)	<input type="checkbox"/>	