



MEALS ON WHEELS DRIVER'S MANUAL

Meals on Wheels of Hillsborough County
46 Milford Street
Manchester, NH 03102

Phone (603) 424-9967

Fax (603) 424-1472

<https://www.hcmow.org/>

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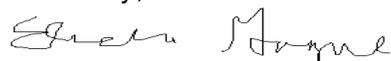
WELCOME TO MEALS ON WHEELS

It is a great pleasure to welcome you to the Meals on Wheels team! Since 1977, our agency has worked to improve the lives of older adults and other qualified adults who reside in Hillsborough County. You play a critical role on our team and help meet our contract requirements by providing nutritious food and a wellness check at the time of meal delivery. As a driver, you provide so much more than a meal. While you are providing needed nourishment to our program participants, you are also providing a meaningful connection. Your visit extends beyond the meal and our participants feel comforted knowing that you are there to say hello and check on their wellbeing.

This manual provides information that is vital to you as a driver. After reading this manual and throughout your training, please do not hesitate to reach out with any questions.

Thank you in advance for your dedication to our participants and our mission. We could not make a difference without you!

Sincerely,



Elida Gagne
Director of Client Services

DRIVER POSITION DESCRIPTION

Driver Requirements

- At least 21 years old
- Ability to climb stairs, and lift and carry up to 30 pounds
- Must have a currently registered, insured, and safety-inspected vehicle
- Valid driver's license (proof required)
- Automobile insurance must include a minimum of \$100,000/\$300,000 bodily injury liability (proof required)*
- Ability to pass background checks Bureau of Adult and Aging Services (BAAS) and National Criminal and Motor Vehicle)*Please note: All staff and volunteers are responsible for verifying that they are covered with their automobile insurance carrier

Position Description and Expectations

Responsible for the delivery of home delivered meals (Meals on Wheels) to participants. Strict compliance with procedures and policies as described in this Driver's Manual, Safety Manual and Employee, or Volunteer Handbook is required. Your role is very important to the Meals on Wheels program, therefore, **if you are unable to deliver meals on a day you are scheduled, please inform your Site Manager as soon as possible.**

Duties and Responsibilities

1. Assist with the packing and setup of the home delivered meals, as directed.
2. Pack meals in the manner specified by your site manager to ensure that the packed meals arrive at the proper temperature. Before going on your assigned route, verify that you have the correct number of meals and associated meal components (if applicable) required for delivery before leaving the site. Each driver is responsible for the accuracy of meal counts on the assigned route.
3. Deliver meals to assigned participants.
 - a. Do not leave a meal without seeing the person for whom it is intended. Please note that during a pandemic or other emergency, a verbal wellbeing check may be acceptable.
 - b. Report any unusual situations or changes in condition to your Site Manager or designated site personnel. Complete incident reports as directed.
 - c. Deliver program handouts and additional meals as directed.
 - d. Deliver weekly donation envelopes on designated day to every participant that should receive them.
 - Return any donation envelopes to the site
 - Do not provide envelopes to participants with No Donation Envelope (or NDE) included in their delivery instructions.

- e. Clean and care for insulated bags, coolers, and other items as directed.
4. Record all information required on the Mobile Meals Application including change in condition for each participant (Yes/No), route mileage, and driver signature.
5. Perform other duties as required and requested.

*Please also note that children are not allowed to accompany drivers on routes. There may be occasions where high school students – with advanced notice and approval – may accompany an approved driver.

SCOPE OF DRIVER ROLE/BOUNDARIES

It is vital that drivers maintain appropriate boundaries with participants. Participants will sometimes request additional help for a wide range of situations or may wish for contact beyond the scope of your duties as a driver. As a caring person, your natural instinct is to do everything you can for the participant. However, it is very possible that your assistance and attention could create more problems than are solved. **You must check with your Site Manager on any request beyond the scope of your duties as a driver.** If you need an answer right away and cannot reach the Site Manager, please call the Client Services Department at (603)424-9967.

The two functions of being a driver for Meals on Wheels involving participants – to deliver the meal and confirm the wellbeing of the participant – do not require touching. Although your intention may be to show kindness, touching may be perceived by the participant as inappropriate and invasive. If the participant initiates a handshake, feel free to shake hands, if you are comfortable doing so. Please refer to HCMOW's Abuse and Neglect Policy in regards to what could be considered appropriate physical interactions.

APPAREL, FOOTWEAR, IDENTIFICATION BADGE & MOW SIGNAGE POLICY

APPAREL: All employees and volunteers must wear clean appropriate attire for the work situation. Clothing with offensive slogans, mottos or political statements are not considered appropriate attire. While working or volunteering at a site location, employees and volunteers must be mindful of clothing that may cause a safety risk. For example, decorative scarves, clothes with strings, ripped or excessively loose clothing is not permitted.

FOOTWEAR: Site employees and volunteers must wear flat shoes with slip resistant soles or rain/snow boots with good traction. Avoid wearing high-heeled boots. Do not wear sneakers during winter months, as they are not safe on icy surfaces. Employees and volunteers must always wear shoes with good traction. Open-toed shoes are not permitted in the warehouse or site locations.

PROTECTIVE GEAR: Depending on the type of meals the agency is serving (hot, frozen, cook-chill etc.) different types of protective gear are required. Site Managers will keep site employees and volunteers informed as to what type of protective gear is currently required. HCMOW may also require items (i.e. masks) be worn at the site and during deliveries. All employees and volunteers must abide by these expectations. Anyone working in cold storage locations must abide by the "Working Safely in Cold Storage" guidelines and procedures.

IDENTIFICATION BADGE: Meals on Wheels drivers need to wear a driver badge while making deliveries to. These badges will be provided to the driver and should be kept at the nutrition site to ensure that they are available each time the driver is scheduled to drive a route.

DRIVER VEHICLE SIGNAGE: Meals on Wheels of Hillsborough County will provide Meals on Wheels dashboard and/or magnetic signs that can be used by active employees and volunteers for display on their personal automobiles. Employees and volunteers are prohibited from creating their own Meals on Wheels signs. It is the expectation that employees and volunteers who choose to display a sign on their vehicle must be mindful that they are representing Meals on Wheels of Hillsborough County when driving on roadways. Upon separation of employment or volunteer service, all signs will be returned to HCMOW.

INCLEMENT WEATHER

In the event of inclement weather, site operations may be closed. If Meals on Wheels makes the decision to close site operations, drivers will be notified by their supervisors. Meals on Wheels also posts inclement weather closings on WMUR under “Meals on Wheels of Hillsborough County.”

MAKING A SUCCESSFUL DELIVERY

When you arrive at the participant’s home:

1. Check the Mobile Meals Application to make sure that you are at the right home and that you have all items for the participant (including menus, donation envelopes, etc.); review the driver and/or special instructions for this participant.
2. Knock on the door and announce yourself loudly. For example, “Hi Mrs. Smith. It is John from Meals on Wheels.” Wait for the participant to open the door. Some participants will keep the door open and/or unlocked for you. Deliveries must follow the delivery process specific for each participant, based on the special instructions, e.g., some participants may meet you at the door, others will need you to go inside to make the delivery, etc. **Do not enter the home unless explicitly written in the driver instructions or permission is granted at the time of delivery.**
3. Greet all participants by name, and ask about their wellbeing. This lets participants know that they are important to you. Often, our drivers are the only people who visit the participants regularly. We encourage you as a driver to manage your time in such a way that you will have the opportunity to greet the participant, ask about their wellbeing, and encourage the participant to eat the meal.
4. As appropriate, ask if the participant has a donation envelope or menu for you. If menus for the coming month are due, ask the participant if the menu is completed and ready to be returned. Make sure the participant’s name is on the menu, but not on donation envelopes, (if the participant’s name is on the envelope you may still accept it).

WELLNESS CHECK

The service provided by the Meals on Wheels program is not only to provide meals to participants but also to check on their wellbeing; this is a critical part of your role. **Therefore, never, ever, leave a meal without seeing the participant for whom it was intended.*** You have a responsibility to see the participant “face to face” when delivering a meal. This policy is intended to help with our monitoring of the participant’s health status as well as supporting the ability to provide intervention in emergency situations. To eliminate all possible uncertainty, always ask yourself “Did I see the participant?” and if you do not see the participant, do not leave the meal.

Before joining the Meals on Wheels program, all participants are informed of their responsibility to be present when the meal is delivered. Occasionally, one of the participants, or someone else who is in the home of a participant, may disagree with this policy. Should this occur, politely and firmly restate the policy. Please also refer the participant to your Site Manager.

***Leaving a meal without seeing the participant is cause for immediate dismissal. This rule is outlined in our contract regulations: Provider Requirements: He-E 501.13: 20e. The only exception to this policy is in the event of a pandemic or other emergency.** Drivers and participants will be informed by the Director of Client Services if there are any amendments made to delivery procedures. **Example:** During the COVID-19 pandemic, participants were given the option to leave a cooler or insulated bag outside their door. The

following information was provided to Meals on Wheels drivers: "If you are able to make contact with a participant on the phone and confirm that the participant CAN safely retrieve the meal from the door (participants have the option to leave a cooler or insulated bag at their door), you can leave the meal with verbal confirmation. If this is the case, you MUST receive verbal confirmation that the participant is well, and that the participant can retrieve the meal." The participant still needs to be home at the time of delivery."

CHANGE IN CONDITION

A key component of your visit is observation and to report a participant's change in condition. Changes may include: physical, emotional, or environmental changes. When in doubt **ALWAYS** report to your Site Manager!

How do I report a change in condition?

- Check Yes when prompted about change in condition on the Mobile Meals Application
- Document what was observed
- Notify Site Manager (verbally)

WHEN A PARTICIPANT DOES NOT ANSWER THE DOOR

1. Knock loudly.
2. Attempt to verify the participant's wellbeing and location.
3. Try calling the participant on the phone (Dialing *67 prior to dialing participant's phone number will keep your number private).
4. Do not leave a meal without seeing (or verbally confirming, if this is deemed acceptable as previously noted and indicated) the participant. Click "Not Delivered" on the Mobile Meals Application.
5. Call the nutrition site location to make site personnel aware as soon as possible.
6. Continue on your route.
7. Please do your best to provide the meal(s) for participants who are not home to other participants that are eligible to receive extra meals. Any extra meal(s) provided need to be indicated on the Mobile Meals Application with a driver comment.

After being notified, site personnel will

- Try calling the participant first,
- Call the participant's emergency contact(s) second,
- Call local hospitals to see if the participant was admitted,
- If unsuccessful, call the local police department and request a well-being check. *

*Please note that at our Manchester and Nashua sites we have a relationship with community health workers that will try to locate a participant. If they are unsuccessful, they will call the local police department for a well-being check.

WHEN YOU FIND A PARTICIPANT IN AN EMERGENCY SITUATION

1. Call 911 and reassure participant. Tell the participant you are calling someone to help. It is usually better not to say you are calling 911. Do not lift/move the participant, as you could cause other injury.
2. Provide only first aid for which you have been trained and are **currently** certified.
- 2a. If the 911 dispatcher gives you specific instructions to help the participant, it is permissible to follow their direction if you are comfortable doing so. However, please know you are not obligated to.
3. Stay with the participant until emergency personnel arrive. Provide any appropriate information.
4. When possible, call site personnel to inform them of the situation.
5. Resume your route.
6. File an Incident Report upon your return to the site. You must identify the participant, the location and description of the incident on the report. You must also and sign the report.

ACCIDENT POLICY

Regardless of whether or not there is any damage, you must report all vehicle accidents immediately to your Site Manager. At the scene of the accident, the following steps shall be taken:

1. If you are involved in an accident, stop immediately.
2. If another vehicle is involved, obtain information from the other driver including name, address, phone number, insurance company name and policy number, vehicle description (color, year, make/model), plate number and state, etc.
3. Contact the police to report the accident **regardless of the extent of damages or injuries**.
4. Please obtain the name of the investigating officer.
5. Call your Site Manager before continuing your route, or to make alternate arrangements in the event you cannot complete the route.

Upon your return to the site, please see your Site Manager to submit an Incident Report and/or other related paperwork.

Additionally, if you sustain a fall regardless of injury, your Site Manager must be notified same day. This is also necessary if you are injured while working or volunteering. Volunteers will be required to fill out an Incident Report, and employees will be required to fill out an Incident Report and other forms required by the agency's worker's compensation procedure.

PET POLICY

Meals on Wheels wants to protect all drivers from a potential animal bite while delivering. Participants are expected to keep all pets contained during meal deliveries. Dogs must be confined either in another room with the door shut, or on a leash and out of reach of drivers. Though it is the participant's responsibility to keep pets contained, it is the driver's responsibility to enforce this policy by NOT delivering if a pet is not contained/restrained. If drivers find themselves in this situation, they must call their Site Manager to determine next steps.

If a driver encounters an unrestrained animal(s) outside of the home of a participant, the driver should first call the participant and ask that the animal be restrained (if it is the participant's pet). If the driver needs further guidance and/or assistance, call the site and discuss the situation with the Site Manager/appropriate staff member.

Animals/pets are not allowed to accompany drivers on their routes.

DONATIONS

Currently, we do not charge Meals on Wheels or Community Dining participants for the meals provided to them. However, we do suggest a donation of \$4.00 per home delivered meal. There are some participants from whom we are not allowed to solicit a donation and some participants have made other arrangements for making a donation. You should not provide a participant with a donation envelope when you see "NDE" or "No Donation Envelope" indicated in driver instructions.

We are required to have a system of collecting donations that is **confidential**. Any discussion of what an individual contributes is not allowed. Donations are confidential, and you can quickly discourage any inquiry by stating that you are not aware of who contributes or how much someone contributes.

DRIVER NOTES:

Driver Training Checklist is on page 9.

A large, empty rectangular box with a thin black border, occupying most of the page below the text. It is intended for the driver to write their notes.

DRIVER TRAINING CHECKLIST

#1 Rule: You may not leave a meal without seeing/confirming the wellbeing of the participant.

PREPARING FOR YOUR ROUTE

- Wear appropriate, safe attire, including closed-toe shoes (boots in the winter, no sandals/flip flops in summer) See Dress Code Policy
 - Review route and (participant list) before you leave the site: Confirm meal counts, any changes, driver instructions
 - Do you have everything you need? Your route's iPad (if using it instead of your personal cell phone), All of your meals? Keys (if applicable for your route) ID Badge? If needed, donation envelopes or menus?
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MAKING DELIVERIES

- You must see and confirm the wellbeing of the participant at the time of meal delivery
 - Deliveries will follow the delivery process specific for each participant, based on the special instructions, e.g., some participants may meet you at the door, others will need you to go inside to make the delivery, etc. **Do not enter the home unless explicitly written in the driver instructions or permission is granted at the time of delivery**
 - When a participant is not answering the door or phone, choose "Not Delivered" on the app, call the site, and deliver the now extra meal to someone else who can receive it (**based on special instructions**)
 - Change in Condition:** Please note it on the Mobile App (prompted after choosing "Delivered"). Notify site staff either by phone or upon returning to site, as appropriate. Inform staff of any participant health concerns and any referral action that may be necessary
 - Something not right?** Call the site! Or the Client Services Department if needed: (603) 424-9967
 - Handle emergency situations by following Meals on Wheels protocols – call 911 and then the site when you can
 - Participant Rights & Responsibilities
 - o **Pet Policy:** do not deliver if dog is not restrained away from the driver, or in another room
 - o **Safety:** any unsafe condition, do not deliver and notify your site manager as soon as possible
 - Driver Boundaries:** stay within your driver role, nothing extra
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WHEN YOU COMPLETE YOUR ROUTE

- Check out with the designated staff member
 - Ensure that meals are accounted for (was a participant not answering and the meal was given to a different participant? It must state where that meal went on the app in the driver comments section!)
 - If you forget to add a note, you can go back to do that before you log out, but you must click "delivered" or "not delivered" again for the update to save
 - Add any changes in condition, concerns about participants, or other necessary notes, **and reiterate verbally to site staff**
 - Return items to designated spots at site: iPad, keys, donations, menus, clipboards**
 - Ice blocks returned to freezer; coolers sanitized
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My signature below indicates the following:

- I have reviewed this training checklist with a Meals on Wheels staff member.
- I have received a copy of the Meals on Wheels Driver's Manual, revised as of April 2025. I understand it is my responsibility to read this manual and direct any questions to my Site Manager or other supervisor. I understand that this Driver's Manual is now in effect and supersedes all previous manuals.
- I have received a copy of Meals on Wheels Confidentiality Policy and agree to adhere to it.

Driver's Printed Name

Driver's Signature

Date