



## **Volunteer Delivery Procedure**

We are so grateful to our wonderful volunteers, both our new drivers who delivered during this pandemic, and our many long time supporters, some of whom had to remain on the sidelines for the past year but are now able to return to delivering. One important change is that our volunteers are now able to sign up for a route using Sign Up Genius [\(by clicking here\)](#) or through the website.

Covid19 has required us to continually modify our delivery procedures, and we find we again need to update the procedures. We continue to seek and follow the guidance of the Town of New Canaan's Director of Health, Jenn Eielson. These protocols are subject to change, and we appreciate your patience and understanding.

### **Covid Specific Protocols Update Effective 8/9/2021**

1. Full vaccination is required for volunteers making deliveries. We trust our volunteers to respect this requirement on behalf of our clients and will not require proof of vaccination.
2. Masks are required if a volunteer enters a client's home. Please have a mask when delivering.
3. Client Contact? Read the Client Notes first which will indicate the wishes of any client who requests contactless delivery. If the coolers are outside and there is no note indicating otherwise, ring the bell, wait to greet the client, and if invited, enter the home (masked) to bring in the meal.
5. Volunteers may resume delivering in pairs.
6. Do not deliver if unwell. For same day cancellations please call our MOW Coordinator Melissa Shapiro as soon as possible on her cell phone at 203-829-4283.

### **General Delivery Logistics**

**New Pickup Time of 10:30:** Please meet in the circle at Waveny Care Center at 10:30. We will continue to have outside pickup until further notice, as controls for Waveny visitors remain in place.

**Return to Signing In for your Route:** At pickup we ask each Volunteer to sign the delivery book indicating which route you are taking. Please do not take a bag without first signing the book.

**No-one Home and No Cooler?** Refer to the Client Notes in case of special instructions. If none, please call the client's telephone number. If no answer, leave a message asking them to call your cell and if possible, you will attempt to redeliver at the end of your route. Otherwise, return the meal to the Client Coordinator at Waveny and let her know so that she may attempt delivery.

**When Deliveries are Complete:** If you encounter anything unusual about the client's circumstances or the delivery itself, please bring it our Client Coordinator's attention by sending her a text 203/829-4283. If not pressing, you may instead write any notes directly onto the Route Sheet you return with the Delivery Bags.

And again, thank you for you everything you do for our Meals on Wheels clients!