



ATHENS COMMUNITY COUNCIL ON AGING

Age Well. Live Well.

Volunteer Instructions for No-Contact Meal Delivery

Thank you for your flexibility as we work together to navigate the current COVID-19 situation while continuing to safely serve our clients. Please know that you are truly making an impact and that we appreciate the service you are providing to our community's seniors.

Working with public health experts, we have developed a safe, no contact home delivery protocol for ensuring the well-being of our clients, community members, staff and each of you. Your comfort in volunteering with us is of the utmost importance to ACCA. Please follow the below procedures to ensure a safe delivery.

When you arrive at ACCA, you will receive a route sheet with point to point directions for each delivery on your route. However, some volunteers prefer to use GPS available through their cell phone or other device. In addition to a GPS device, please bring a mask and hand sanitizer. If you don't have hand sanitizer, no worries! We can supply that for you. However, our masks are in short supply and although we will do our best, we may not have one available at the time of your delivery route.

- When you arrive to ACCA, please circle around the large parking lot towards the back and park in our Meals on Wheels parking lot. You will see signs for Meals on Wheels parking.
- After parking, please open your trunk and return to your vehicle. If you're unable to open your trunk, please open the rear, passenger side door. ACCA staff (we're the friendly folks with blue t-shirts) will bring everything to you and place it in your vehicle.
- You'll also receive a route sheet and hand sanitizer. Maintaining a 6-foot distance, a staff member will give you a verbal recap on instructions for a safe delivery of meals and/or other items. This includes:
 - At each stop, please open your trunk or rear back seat where the items are being kept.
 - **Thoroughly cleanse your hands with sanitizer.**
 - Remove the box and/or bag of meals without touching any other surface.
 - Place the meal, box of meals or bag of groceries on the porch and then knock on the door and announce that you are with Meals on Wheels.
 - Immediately step back at least 6 feet.
 - Wait for the client to come to the door, have a quick chat and make sure they are doing ok.
 - Return to your vehicle, clean your hands, and move onto the next house.
- The route sheet may have a place asking for a signature. **Please do not ask for a signature of receipt.** This requirement is being waived at this time. However, please write down anything you observe that would be considered out of the ordinary. Also, if the client indicates further needs, please let us know by writing these on the route sheets.
- If the client doesn't come to the door, please return the meal or bag of groceries to your car and move on to the next delivery. Please mark who they are on the route sheet so we can check in on them.
- After your route please bring the route sheet and any leftover bags back to ACCA.

All-in-all we know this is an exhaustive process, but it is the best way to keep both you and the person that you are visiting safe. Even while practicing social distancing, we know you are providing them with a good meal, and very importantly, a friendly face letting them know that they are not forgotten.

If you have any questions or concerns please do let us know. **Thank you so much for your help!**

135 Hoyt Street Athens, GA 30601
706.549.4850 www.accaging.org