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Arriving at Longmont Meals on Wheels (located at the Longmont Senior Center):

- Please arrive 10:30-11:00. Meals are handed out starting at 10:45. All volunteers should be en route with their meals immediately upon packing them up for optimal food safety.
- Please park in the circular drive or on the street on the west side of the senior center. If you are running late to pick up your meals, please call ahead.
- Your weekly assigned route will have a varying number of stops due to clients' daily schedules and cancellations. Please allow enough time in your schedule (approximately 11:00-12:45 depending on route size, traffic, weather, etc.)
- **Please understand that route preferences cannot be guaranteed.

Picking up meals:

- Each meal consists of two parts – an entree and a cold bag.
- Clients who are on special diets will have a white bag (instead of the standard brown bag) labeled with their name.
- Special hot meals are labeled with the client's name.
- Always pack the meals in the provided cooler bags for proper food safety.
- Pro tip – Stack the meals for your routes (hot portions and cold portions separately) in order from the bottom of your route sheet up.
- Always double check your meal and bag numbers when packing your cooler bags.
- If you leave and realize you have an error in meal counts, call our office immediately to determine the next step.

On route:

- We have tried to prepare the routes in the best possible order.
- You are welcome to reorder the route according to your needs and where you want it to end if all clients get their correct meal and as timely as possible for proper food safety guidelines.
- Delivery instructions DO change. Always check your route sheets for new information. Please contact us with questions.
- Please don't make any personal stops during your route even if you think you have time. Your priority is to get the meals out as quickly as possible and before 12:30.

Delivery to clients:

- If there is no answer at the client's home after giving ample time: (Be sure to read the client notes on your route sheet for helpful tips regarding each client.)
 - Only leave a meal if there is a cooler with ice or the route sheet instructs you to do so.
 - Always call the office IMMEDIATELY if there is no cooler and ice pack, even if the client left a note so we can begin follow up. ****THIS PHONE CALL IS EXTREMELY IMPORTANT. IT CAN BE LIFESAVING. ****
 - Leave a voicemail at our office if you don't reach us.
- When you return, leave your route sheets on the shredder so we can protect confidentiality.

910 Longs Peak Ave, Longmont, CO 80501

(303)-772-0540 | Fax (303) 651-8413 | www.lmow.org | info@lmow.org

Extended Volunteer Driver Absences: Please note that if you plan to be gone for less than one and a half months and give us a date of your return, we will be able to hold your regular route. If you plan to be gone longer than that, we may have to permanently fill your regular route with a new volunteer. Regretfully, we cannot guarantee the route will be available when you return. We will be more than happy to put you on another open route or make you a substitute driver until a route opens. We appreciate your understanding and consideration!

Information for Kitchen Volunteers

Arriving at Longmont Meals on Wheels (located at the Longmont Senior Center):

- Please arrive at 8:00am and expect to be done around 12:30.
- Please park on the street or in the parking lot on the east side of the building.
- If you are unable to volunteer, please call the office so that we can get a replacement for your shift.

Kitchen Regulations:

- No open toe shoes may be worn while working in the kitchen.
- No jewelry or watches may be worn, except for one simple ring.
- Longer hair must be restrained.
- Clothes must be clean and appropriate for the kitchen.
- A food safety class must be completed before volunteering in the kitchen.
- Hands must be washed when entering the kitchen, putting on gloves and when changing tasks.

Duties may include:

- Packing meal containers for delivery.
- Usage of knives and kitchen equipment.
- Washing dishes and cleaning.
- Serving meals during our community lunch at the Longmont Senior Center.
- Standing for long periods of time.

Extended Kitchen Volunteer Absences: Please note that if you plan to be gone for less than one and a half months and give us a date of your return, we will be able to hold your regular shift. If you plan to be gone longer than that, we may have to permanently fill your regular shift with a new volunteer. Regretfully, we cannot guarantee the shift will be available when you return. We will be more than happy to put you on another open shift or make you a substitute until a shift opens. We appreciate your understanding and consideration!