



Meals on Wheels (MOW) Safety Precautions:

During the COVID-19 outbreak, we are doing our part to keep our Meals on Wheels clients and volunteers healthy and safe!

Meals on Wheels, Western:
Chris: 604-732-7638

Volunteer Engagement Coordinator:
Joanne: 604-733-9177 ext. 107

Meals on Wheels, Chinese:
Abby/Kate: 604-733-6155

Care BC Office: 604-733-6614 | 204-3077 Granville Steet (between 14th and 15th Avenues)

• STAY HEALTHY

Any MOW volunteer who feels sick should contact the Volunteer Coordinator as soon as possible; we will assign your shift to another volunteer. Stay home if you answer YES to any of these questions:

- ▶ Do you currently have any of the following symptoms: nasal congestion, fever, headache, muscle pain, shortness of breath, cough, nausea, abdominal pain or lost sense of smell?
- ▶ Have you had close contact with someone who has, or suspect they have, COVID-19?
- ▶ Have you travelled outside of British Columbia in the last 14 days?

• KEEP YOUR HANDS CLEAN

• WEAR A FACE MASK

• MAINTAIN A SAFE PHYSICAL DISTANCE WITH CLIENTS

Additional Reminders (specific to each volunteer role):

KITCHEN DISPATCHERS

- Thoroughly wash your hands before and after counting and packing meals into meal bags.

KITCHEN MEAL COURIERS

- If you are not on the assembly line or packing bags, stay in your vehicle until your meals are ready for pick up. Refrain from waiting or gathering in the kitchen.

MEAL DELIVER ROUTE DRIVERS OR SERVERS

- Wash your hands with soap and water before and after your volunteer shift. Use hand sanitizer before and after delivering to each individual client.
- Place the client's meal in the plastic bag provided. Please take a step back when the client opens their door. Do not leave until the clients has brought the meal inside. Some clients with mobility issues may require additional help.
- For drivers partnered with a server, maintain as much distance as possible inside your vehicle. We recommend that servers sit in the back seat diagonally across from the driver.

DEPOT SUPPORT WORKERS

- Maintain physical distance when interacting with other volunteers.

As a reminder, depot support volunteers deep clean our delivery bags at the end of each delivery day. We ask that Meal Delivery Route Drivers clean their delivery bags thoroughly with the disinfectant wipes provided if there is no depot support volunteer at your pick-up/drop-off location.

We are providing safety supplies (hand sanitizer, disinfectant wipes, face masks and plastic bags) at each depot. Please contact our Meals on Wheels Service Coordinator if the supplies at your depot are running low.

Meals on Wheels (operated by the not-for-profit Health and Home Care Society of BC, aka "Care BC") relies on volunteers to deliver nutritious meals to isolated seniors across Vancouver and Richmond. Never has the need for this service been more essential as many of the people we serve have become increasingly isolated during the COVID-19 pandemic.