



Meals on Wheels Guide for Existing Volunteers (COVID-19)

Canterbury Centre, Phone: 9880 4703

2 Rochester Rd, Canterbury Vic 3126

mealsservice@basscare.org.au

This guide is aimed to assist with the Meals on Wheels Delivery Process. If you have any problems or concerns during deliveries, please phone the meals office.

EXPECTATIONS:

- ☐ Meal collection time is **11.30am** from the meals window at the Canterbury Centre,
- ☐ Do not attend for meal deliveries if you are feeling unwell
- ☐ If you are unable to make the collection time for a round, please phone the Meals office ASAP
- ☐ Wash or sanitise your hands prior to attending, between each delivery and at the end of your round
- ☐ Round sheet folders are to be kept with you at all times whilst delivering meals
- ☐ Maintain social distancing – keep at least 1.5m between yourself and other people
- ☐ Do not enter client homes, deliveries are to be contactless
- ☐ Use Personal Protection Equipment (PPE) optional or as directed.

*Meals are to be delivered within 1 ½ hrs from collection for optimum temperature & comply with the Food Safety Act.

MEAL COLLECTIONS:

- ☐ Volunteers are to stay in their car and form a queue starting at the meals window around the drive way,
- ☐ Wait in your car for a staff member who will:
 - ☐ Ask a set of questions, as per the Department of Health Instructions,
 - ☐ Take a temperature check, (using a non-contact laser infrared thermometer),
 - ☐ Provide any special delivery instructions, and
 - ☐ Record the order of cars.
- ☐ Continue to wait in your car, whilst staff arrange meals eskies
- ☐ When directed, approach meals window to collect all necessary items for meals deliveries.

*Bathroom facilities can be accessed via the Canterbury Centre if required, should you enter the building you will need to sign in at the reception and practice social distancing measures.

DO NOT ATTEND OR ASSIST WITH MEAL DELIVERIES IF YOU

- ☐ Are feeling unwell,
- ☐ You have signs or symptoms of a respiratory illness (irrespective of how minor),
- ☐ Have returned from overseas in the last 14 days,
- ☐ Been in direct contact with someone who has returned from overseas in the last 14 days,
- ☐ Been in contact with someone who has signs or symptoms of a respiratory illness,
- ☐ Been in contact with someone confirmed to have COVID-19,
- ☐ If awaiting the results of a COVID-19 test.

COVID-19 CHANGES FOR MEAL DELIVERIES

- ☐ Do Not attend if feeling unwell (refer above)
- ☐ DO NOT enter client homes,
- ☐ Upon arrival at each address, place all meal items into the plastic bag provided,
 - ☐ Place at the front door if the client has left out a chair or table, or
 - ☐ If passing a meal at the front door, try not to touch the client and keep as far a distance as possible.
- ☐ Limit direct contact and time with clients - *no meals to be left if client is not at home*
- ☐ Any completed menus to be placed in a plastic bag prior to returning to the office.
- ☐ Maintain safe distancing, (minimum 1.5mtr distance, where safe – check surrounding for stairs etc)
- ☐ Sanitise your hands before and after each meal delivery including at the end of your round
- ☐ Use of Gloves and Face Masks is currently optional
 - ☐ Gloves – to be changed at each delivery to minimise any cross contamination
 - ☐ Face Masks – Apply securely, clean/sanitise your hands prior to touching mask at all times.
 - ☐ Suggested wipe down/clean surfaces in your car including the steering wheel and door handles.

COLLECTION POINT:



Canterbury Centre,
2 Rochester Rd,
Canterbury Vic 3126

If you are the first to arrive,
ring the meals doorbell,
return to your car and wait

for a staff member.

Meals on wheels volunteers to stay in cars and form a queue. Staff will attend to you in your car, asking a set of questions, take temperature checks and then commence distributing via the meals window: Round folder/s, basket, meal kits (hand sanitiser, gloves, wipes etc), meal eskies, additional PPE & *ad hoc* delivery items.

All the required items for meals deliveries will be provided via the meals window.



Hot and Cold Food Eskies Will be available via the meals window.

Please collect or ask for assistance loading into your vehicle once when directed by staff.

COLLECTION TIME:

- **11.30am** at the Canterbury Centre, 2 Rochester Rd Canterbury Vic 3126

UPON COMPLETION OF ROUND/S:

Canterbury, (Blue Folders)

Canterbury, Camberwell, Surrey Hills & Deepdene.

Return to all items via the Meals on Wheels Window, at the Canterbury Centre, 2 Rochester Rd, Canterbury.

- ☐ **Ring** the bell and wait for a staff member.

Return the following items via the window:

- ☐ **Blue** Round Sheet Folder,
- ☐ Basket (optional)
- ☐ Meals Kit,
- ☐ Juice plastic basket (on Mondays and Thursday s),
- ☐ Any additional *ad hoc* items not delivered
- ☐ Hot meal eskie/s,
- ☐ Cold meal eskie/s,
- ☐ Test Meals, (if applicable & to be kept in eskies).
- ☐ Any undelivered meals if applicable, (keep in eskies).
- ☐ Any completed client menus.

Maintaining a safe distance, update meals staff on: The client's welfare, concerns or questions.

Thanks for your assistance and enjoy the balance of your day



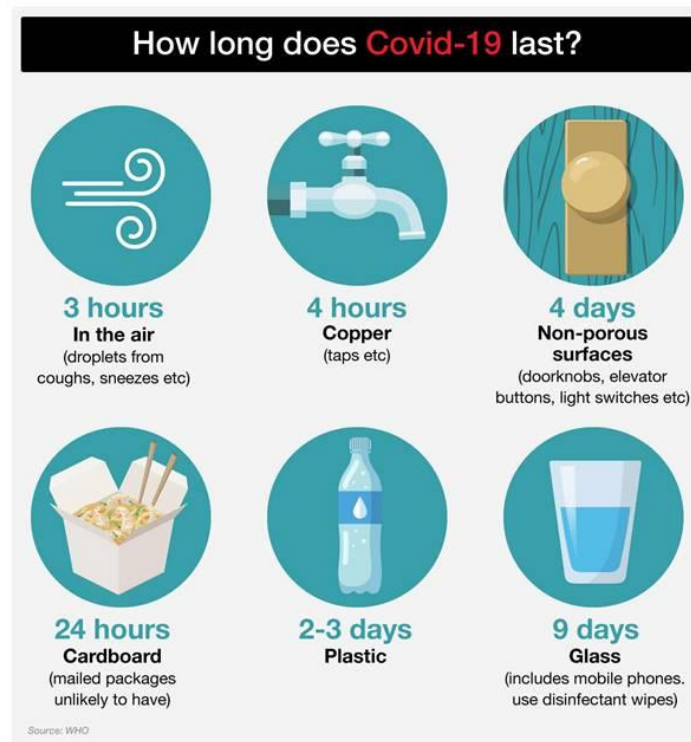
WHILST DELIVERING – POSSIBLE PROBLEMS

Delivered a wrong meal or Short a meal	Please contact the office for guidance on the steps to take. Canterbury Deliveries Ph: 9880 4703
No Answer at the door	<input type="checkbox"/> Try again/ knock more loudly as some clients are hard of hearing <input type="checkbox"/> Check round sheet for any additional information <input type="checkbox"/> After 2 to 3 attempts ring the office, wait instruction <i>Generally, the office will try to phone the client whilst you wait and if no response ask that you:</i> <input type="checkbox"/> Return the meal items back into the corresponding hot and cold eskies <input type="checkbox"/> Continue with your round/s and <input type="checkbox"/> Return the meal items to BASScare (keeping in the hot and cold eskies)
Client doesn't appear to be home, but has left out a note and or an eskie	<input type="checkbox"/> Ring the office for guidance on the steps to take Note: Under the Food Safety Act and per the Meals on Wheels Policy, meals are <u>not</u> to be left if a client is not in attendance.
Client that has fallen, unwell or in danger	<input type="checkbox"/> Try to maintain a safe distance and minimise any physical contact <input type="checkbox"/> Ensure you and the client/s are safe <input type="checkbox"/> Call 000 <ul style="list-style-type: none"> Request required emergency service: Ambulance, Police or Fire Follow the instructions of the 000 operator When you can, call the office and alert staff as to the situation. If required staff will arrange an alternate person to attend at your location and continue with deliveries or relive you and stay with the client. <input type="checkbox"/> Upon your return or at a suitable time, relay as much information as you can to the meal's office staff – as they will need to complete an incident form.
If you need to enter a client's home	For your own health and safety and that of our clients we strongly advise that you don't enter a client's home. <input type="checkbox"/> Call office for guidance if a client is struggling and needs your help to take a meal into their home.
Lost Round Sheet Folder or Information within the folder.	<input type="checkbox"/> Contact the meals office ASAP to advise of any loss of: <ul style="list-style-type: none"> Client round sheet delivery information, Client mail sent with round deliveries, Menus, or Other ad hoc delivery items. <p>Any loss of client information needs to be reported ASAP to the meals office.</p> <p>Dependent upon the detail of information that has been lost, BASScare by law may need to report a breach/loss of data and initiate follow up steps to advise clients on what information has been lost.</p>
<p><i>If you encounter problems during deliveries, please phone:</i></p> <p>Canterbury, (Blue Folders) - Meals Office Ph: 9880 4703</p> <p>Deliveries - Canterbury, Camberwell, Surrey Hills & Deepdene</p>	

USEFUL INFORMATION / RESOURCES ON COVID-19

Washing your hands with soap and water for a minimum 20 seconds is the best to combat COVID-19, as you cannot do this during deliveries, you will need to use hand sanitizers that contains alcohol, (non-alcohol based sanitizers are not effective in killing any viruses).

Source: World Health Organisation (WHO)



Source: <https://www.humanresourcesonline.net/>

HOW TO WEAR A MASK?


Use surgical masks instead of N95 masks.



Source: World Health Organisation (WHO)

How to Handrub?

RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED

 Duration of the entire procedure: **20-30 seconds**



You may also want to consider downloading the free phone Apps:

- **“Coronavirus Australia”** - Federal Governments an App providing latest advice & information about coronavirus in real-time.
- **“COVIDSafe”** to track your movements aimed to help keep yourself, family and our communities safe.

