



Updated July 2020

V1.02

(Return to Restrictions)

Meals on Wheels Guide for Existing Volunteers

Volunteering during Coronavirus (COVID-19)

Marwal Centre, Ph: 9819 7194 or 9880 4751.

9 Marwal Ave, Balwyn North Vic 3104

marwal@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 **11am** from the Marwal 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
- ☐ Wear a face mask (BASScare will provide single use disposable face masks, for use whilst volunteering).
- ☐ Face masks are to be worn whilst:
 - ☐ Attending to collect meal round deliveries,
 - ☐ Delivering meals to clients homes, and
 - ☐ When you return to the meals collection/distribution point.
- ☐ Upon arrival at the Marwal Centre, press the meals doorbell and wait for a staff member maintaining a safe distance and wearing a face mask.
- ☐ 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, all deliveries are to be contactless. Clients are aware that meals deliveries need to be placed on a chair or table at the front door (or onto a walking frame if needed). Please contact staff you have any concerns.
- ☐ Use of any additional Personal Protection Equipment (PPE) optional or as directed.

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

MEAL COLLECTIONS:

- ☐ Volunteers are to ring the meals on wheels doorbell on arrival and wait for a staff member
- ☐ A staff member will:
 - ☐ Provide you with single use disposable face mask for your use whilst Volunteering (a spare mask is also contained in the meals kit),
 - ☐ 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
 - ☐ Assist if needed loading eskies and provide you will all the necessary items for meals deliveries.

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

All client information is private & confidential. Round folders need to be kept with you in person at all times during deliveries. Any lost folders/client information needs to be reported to the Meals office ASAP Ph 9819 7194 or 9880 4751. - Pg 1

FACE MASK REQUIREMENTS

Wearing face mask is mandatory for all residents leaving their homes in Victoria, *effective 31st July 2020*. BASScare will provide single use disposable face masks for your use whilst volunteering.

If using your own cloth face masks, please ensure they comply with DHHS guidelines, (made of 3 layers including a mix of breathable fabrics, clean with all material is intact). Refer Volunteer Handbook V1.02 or www.dhhs.vic.gov.au



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),
- ☐ Been in direct contact with, tested positive, awaiting test results or have any COVID-19 symptoms,
- ☐ Living in an area in forced locked down/quarantined (eg: you are not allowed to leave)
- ☐ Living with someone in isolation waiting COVID test results, or
- ☐ Have returned from overseas in the last 14 days,

COVID-19 CHANGES FOR MEAL DELIVERIES

- ☐ Do Not attend if feeling unwell (refer above)
- ☐ DO NOT enter client homes,
- ☐ Deliveries are contactless,
- ☐ Meals deliveries are to be placed on a chair or table at the front door or onto a client's walking frame,
- ☐ Face mask to be worn whilst delivering meals - Apply securely, clean/sanitise your hands prior to and after touching mask at all times,
- ☐ Upon arrival at each address, place all meal items into the plastic bag provided:
 - ☐ Place on the chair or table at the front door, or
 - ☐ If passing a meal at the front door, eg: onto a client's walker, 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
- ☐ Currently optional
 - ☐ Gloves to be changed at each delivery to minimise any cross contamination and
 - ☐ After completing and returning all items to the meals office: wipe down/clean surfaces in your car including the steering wheel and door handles.

COLLECTION TIME:

- **11am** at the Marwal Centre, 9 Marwal Ave Balwyn North Vic 3104



COLLECTION POINT:



Marwal Centre,
9 Marwal Ave,
Balwyn North Vic 3104
Ring the meals doorbell & wait
for a staff member.

Staff will attend maintaining a safe distance: provide a face mask, ask a set of questions including temperature checks, and hand wash.

When directed you may collect all the required items for meals deliveries.



Hot and Cold Food Eskies Will be available from the shelving located at the meals collection point.

Alternatively, a staff member will assist and load eskies into your vehicle, once you have checked in with staff.

UPON COMPLETION OF ROUND/S:

Marwal, (Black Folders)

Deliveries - Balwyn & Balwyn North.

Return all items to the Meals on Wheels area, at the Marwal Centre, 9 Marwal Ave, Balwyn North.

- ☐ Ensure you are wearing a face mask at all times, maintain hand hygiene
- ☐ **Ring** the bell and wait for a staff member, (*alternatively call the meals office on 9819 7194 or 9880 4751 to advise staff that you have returned*).

Return the following items:

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

Maintaining a safe distance, (keeping your face mask on) update meals staff on: The client's welfare, concerns or questions.

Thanks for your assistance and enjoy the balance of your day



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WHILST DELIVERING – POSSIBLE PROBLEMS

Delivered a wrong meal or Short a meal/s	Please contact the office for guidance on the steps to take. Marwal Deliveries Phone: 9819 7194 or 9880 4751.
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>Marwal, (Black Folders) - Meals Office</p> <p>Ph: 9819 7194 or 9880 4751.</p> <p>Deliveries - Balwyn & Balwyn North.</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**



Additional information available in the BASScare Volunteer Handbook Update V1.02, Volunteering during COVID-19. Also available online via our website www.basscare.org.au/volunteer/ or printed copies available upon request.

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.



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