



At October 2020

V1

# Meals on Wheels Guide for Existing Volunteers

Formerly With The City of



**Volunteering during Coronavirus (COVID-19)**

**Hawthorn/Kew Deliveries Ph: 03 9880 4750 or 0437 816 081**  
**Kew Senior Citizens Centre, 533-535 High Street, Kew Vic 3101**

[hawthorn-kew@basscare.org.au](mailto:hawthorn-kew@basscare.org.au)

BASScare staff will be onsite in the mornings on: Monday, Wednesday & Fridays

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 **between 9.30am and 9.45am** from the Kew Senior Citizens 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,
- ☐ Vehicles to be kept clean, in particular areas in which meal satchels/cooler packs are being transported,
- ☐ Wash or sanitise your hands prior to attending, between each delivery and at the end of your round (BASScare will provide hand sanitizer for use whilst volunteering),
- ☐ Wear a face mask whilst:
  - ☐ Attending to collect meal round deliveries,
  - ☐ Delivering meals to clients homes, and
  - ☐ When you return to the meals collection/distribution point.

BASScare will provide single use disposable face masks, for use whilst volunteering,

- ☐ Round sheet folders/clipboards are to be kept with you at all times whilst delivering meals,
- ☐ Meals are not to be removed from satchels/cooler packs until onsite at delivery address,
- ☐ Maintain social distancing whilst volunteering – keeping 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 need to be placed on a chair or table at the front door (or onto a walking frame if needed). Please contact staff if you have any concerns,
- ☐ Use of any additional Personal Protection Equipment (PPE) optional or as directed.

## FOOD SAFETY

As you will be delivering meals to older people whose immunity may be compromised, basic food safety guidelines need to be followed ensuring food is transported and kept at safe temperatures at all times.

- Under the Food Safety Act and per the Meals on Wheels Policy, meals are not to be left if a client is not in attendance, ring the office for guidance,
- Return any undelivered meals (in the individual food satchels) to the meals office,
- As refrigeration is not available onsite, meals are to be collected between 9.30am and 9.45am,
- Complete deliveries within 1 ½ hrs from collection for optimum temperature & comply with the Food Safety Act,
- If you are sick or have a fever, flu-like symptoms, diarrhoea, vomiting, conjunctivitis or skin irritations we kindly ask that you not deliver meals and notify the meals office.

All client information is private & confidential. Round folder/clip boards need to be kept with you in person at all times during deliveries. Any lost folders/client information to be reported to the Meals office ASAP 9880 4750 or 0437 816 081.

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## MEAL COLLECTIONS:

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- ☐ Upon arrival at the Kew Senior Citizens Centre, meals can be collected from the front turning circle on High Street,
- ☐ Please wait for a staff member, (maintain a safe distance & wear a face mask) alternatively call the meals office to advise that you have arrived,
- ☐ 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, (via a non-contact laser infrared thermometer), if all ok
  - ☐ Assist loading individual meal satchels/cooler packs into your vehicle, and
  - ☐ Provide you will all the necessary items for meals deliveries and any special delivery instructions.

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

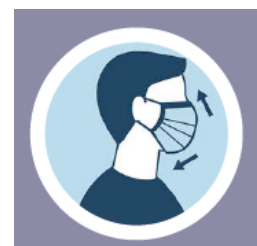
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## FACE MASK REQUIREMENTS

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Wearing a 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](http://www.dhhs.vic.gov.au)



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## DO NOT ATTEND OR ASSIST WITH MEAL DELIVERIES IF YOU

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- ☐ Are feeling unwell,
- ☐ You have signs or symptoms of a respiratory illness (irrespective of how minor),
- ☐ Been in direct contact with a COVID case, tested positive, awaiting results or have COVID-19 symptoms,
- ☐ Living with someone who has symptoms, works in a workplace with a positive outbreak, is in isolation or waiting COVID test results,
- ☐ Living in an area in forced locked down/quarantined (eg: you are not allowed to leave)
- ☐ Have returned from overseas in the last 14 days,
- ☐ Been admitted to a hospital within the last 7 days.

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## COVID-19 CHANGES FOR MEAL DELIVERIES

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- ☐ Do Not attend if feeling unwell (refer above),
- ☐ DO NOT enter client homes, deliveries are contactless,
- ☐ 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, remove all meal items provided from satchels/cooler packs:
  - ☐ 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 the clients satchels/cooler pack for 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,

All client information is private & confidential. Round folder/clip boards need to be kept with you in person at all times during deliveries. Any lost folders/client information to be reported to the Meals office ASAP 9880 4750 or 0437 816 081.

- ☐ 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:

➤ **Between 9.30 and 9.45am** from the Kew Senior Citizens Centre - 533 High Street, Kew



## COLLECTION POINT:



### Kew Senior Citizens Centre,

533-535 High Street  
Kew Vic 3101

Meals will be available from the front turning circle on High Street. Upon arrival wait for a staff member or call the office.

Staff will attend maintaining a safe distance: provide a face mask, ask a set of questions including temperature checks, and provide necessary items for meal deliveries.



**Individual Food Satchels** for deliveries will be available from staff & wheeled out on a trolley.

Staff can assist and load into your vehicle, (upon completion of questionnaire and temperature check).

## UPON COMPLETION OF ROUND/S:

### Hawthorn/Kew,

**Return all items to the Meals on Wheels area,** at the Kew Senior Citizens Centre 533-535 High St, Kew.

- ☐ Ensure you are wearing a face mask at all times, maintain good hand hygiene
- ☐ Ring the bell and wait for a staff member

#### Return the following items:

- ☐ Round Sheet Clip Board/Folder,\*
- ☐ Meals Kit (contains; spare face mask, hand sanitiser, gloves, paper towel, chux wipe & mini 1<sup>st</sup> Aid kit),
- ☐ Any additional *ad hoc* items not delivered,
- ☐ Test Meals (if applicable & to be kept in individual meal satchels/cooler packs),
- ☐ Any undelivered meals if applicable, (keep in individual food satchels),
- ☐ Any completed client menus, and
- ☐ All the individual meal satchels/cooler packs.

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*



## WHILST DELIVERING – POSSIBLE PROBLEMS

<b>Delivered a wrong meal or Short a meal/s</b>	Please contact the office for guidance on the steps to take. <b>Hawthorn/Kew Deliveries Phone: 9880 4750 or 0437 816 081.</b>
<b>No Answer at the door</b>	<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 satchels/cooler packs <input type="checkbox"/> Continue with your round/s and <input type="checkbox"/> Return the meal items to BASScare (keep in satchels/cooler packs)
<b>Client doesn't appear to be home, but has left a note or an eskie</b>	<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.
<b>Client that has fallen, unwell or in danger</b>	<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"> <li>• Request required emergency service: Ambulance, Police or Fire</li> <li>• Follow the instructions of the 000 operator</li> <li>• 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.</li> </ul> <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.
<b>If you need to enter a client's home</b>	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.
<b>Lost Round Sheet Folder or Information within the folder.</b>	<input type="checkbox"/> Contact the meals office ASAP to advise of any loss of: <ul style="list-style-type: none"> <li>• Client round sheet/clip board delivery information,</li> <li>• Client mail sent with round deliveries,</li> <li>• Menus, or</li> <li>• Other ad hoc delivery items.</li> </ul> Any loss of client information needs to be reported ASAP to the meals office.  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><b><i>If you encounter problems during deliveries, please phone:</i></b></p> <p><b>Hawthorn/Kew - Meals Office on 9880 4750 or 0437 816 081.</b></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/](http://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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