



DURING THE COVID-19 PANDEMIC, the following procedure will be followed until further notice...

No Contact Policy

All clients are required to leave a cooler out near their door with a frozen ice pack inside. All meals will be placed inside the cooler. The volunteer will knock or ring the doorbell prior to leaving to alert the client that the meal has been delivered.

If clients are outside and want to approach you while you are delivering their meals, please remember to stay SIX feet apart.

1. **Who prepares the meals?** Meals are prepared by Hendricks Regional Health in Danville.
2. **What time and where are meals picked up?** Meal pick up time is 11am on your scheduled delivery day. The pickup location is Door N2 at HRH.
3. **What is the time commitment?** You can deliver anywhere from once a month to once a week or more. It's up to you and our route availability. Most of our volunteers deliver on a set schedule, **e.g.**, first Monday of every month. If you are unable to commit to a set schedule, you can sign up for our sub list – deliver when your schedule permits. Most routes are finished delivering meals by 12:30pm – 1:00pm at the latest. I would suggest allowing two hours; which includes drive time to HRH.
4. **Where are meals delivered?** Meals on Wheels of Hendricks County (MOW) delivers to residents throughout all of Hendricks County; Avon, Danville, Brownsburg, Plainfield, Clayton, Stilesville, Amo, North Salem, Lizton, Pittsboro and Coatesville. We have ten delivery routes throughout the county.
5. **Do you deliver on holidays?** Meals are not delivered on major holidays (New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving, the day after Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve)
6. **Do you deliver on the weekends?** No weekend delivery.
7. **Do you deliver in inclement weather?** Yes. However, we do follow the school closing schedule. If the school systems close, there is no meal delivery. Volunteers/Clients are always called to advise of no meal delivery. If you are uncomfortable delivering on snow/ice covered roads, we can find a sub for you. Advance notice is requested.
8. **May my children/grandchildren deliver with me?** Absolutely!

9. **Do I get reimbursed for my mileage/gas?** No. This is strictly a volunteer position.
10. **What type of training will I receive?** A ride along with a seasoned volunteer will be required before you deliver independently. ****Due to social distancing; this requirement is currently being waived.**
11. **What if I have a schedule conflict? Vacation plans?** We will be happy to find a sub for you or you may request a trade with another MOW volunteer. Advance notice is much appreciated.
12. **Does MOW cost?** Yes. There is a cost associated with all meals. However, who pays for the meals can differ – Self-Pay Client, CICOA (Central Indiana Council on Aging), Medicaid Waiver or Donation Dollars.