



Frequently asked questions for our Meals on Wheels volunteers during the COVID-19 pandemic

Thank you for being part of Feed More's Meals on Wheels program! We rely on hundreds of compassionate volunteers like you to deliver our made-from-scratch meals to more than 900 of our homebound neighbors every week. Your efforts are key to providing nutritious meals to our clients who have no reliable means for maintaining a healthy diet.

Always, and especially during these past few months, our priority is the health, safety and wellbeing of our clients and you. We are committed to providing healthy food to the vulnerable population our Meals on Wheels program serves as safely and responsibly as possible.

What is Feed More doing to keep Meals on Wheels volunteers safe?

- First and foremost, Feed More has made extensive adjustments to meal prep, packaging and meal pickup to allow for physical distancing and minimize person-to-person contact. These strategies have been in place for months now and are working very well.
- We have reduced our home deliveries to once-a-week. We are reminding volunteers that, whenever possible, they should hand off the box to the client or client's representative at front door and if client cannot accept the box at the front door to limit time within the home.
- We continue to advise all our staff and volunteers to follow the [CDC guidelines](#) to limit infection.

What should I do to minimize my risk of infection and that of the clients I visit?

First, please do NOT volunteer if:

- You are sick, have had a fever or feeling unwell or have been near, or cohabitate with someone who is sick.
- You have traveled (domestically, internationally or on cruise) in the last 14 days.
- You are in contact with or cohabitate with anyone who has traveled (domestically, internationally or on cruise) in the last 14 days.

In addition, please:

- Wear a mask or face covering while on our campus and during your volunteer shift at each drop off.
- Be vigilant about following the latest [CDC guidelines](#) to limit infection both during your volunteer function and outside of it.
- Do not volunteer at this time if anyone in your household is at a [higher risk](#) of serious illness from COVID-19.

What are the most important safety precautions I can follow while delivering meals?

- Practice [Proper hand hygiene](#) as outlined by the CDC which research informs is as effective as the proper use of gloves. This means using your own hand sanitizer before and after *each delivery*. If you choose to use gloves instead, it's very important that you *put on a fresh pair of gloves for each stop on your route and safely discard the used*

gloves. If you prefer gloves to hand sanitizer, we will provide enough pairs of gloves to allow use of a fresh pair for each stop.

- Avoid close contact and practice physical distancing.
- Wear a face covering or mask.

Am I required to wear a face covering at Feed More?

Yes! As of June 1, all employees, volunteers and visitors are **required** to wear a face covering or mask **at all times** whenever they are in a public space on our campus. Public spaces include all volunteer areas, hallways, bathrooms, lunch/break rooms and the lobby. Meals on Wheels volunteers also are required to wear a face covering or mask when dropping off meals at every stop.

If you have a medical issue that prevents you from wearing a mask or face covering while at Feed More, please reach out to your volunteer coordinator to discuss options for safely volunteering.

Please follow these important safety measures when wearing your mask or face covering*:

- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily
- Don't put the covering around your neck or up on your forehead
- Don't touch the face covering, and, if you do, clean your hands

*Source: [CDC](#)

If you partially or fully remove your single-use mask for any reason during your volunteer shift, please discard and get a new mask. Reasons for removing your mask might include removing mask between stops/while driving, using the restroom, or eating. Learn more about how to [use face coverings](#) from the CDC.

Please feel free to email volunteer@FeedMore.org or call Haleigh Grimes at 804.433.2541 if you have any additional questions or concerns.

Thank you for your continued commitment to helping us deliver nutritious meals to the hundreds of senior and homebound neighbors our Meals on Wheels program serves every week.