



STAYING SAFE/NO CONTACT

By Jamie Seibert

With your help, MOWCC will continue to combat hunger and isolation among seniors in Collin County as they become more vulnerable than ever. We will carry on taking precautionary measures by following CDC guidelines to ensure the health and safety of our clients and volunteers. By delivering meals, you are confirming that you and any members of your household:

- Do not have a body temperature over 100.4° F or have traveled outside of the country in the past 2 weeks.
- Will pick up routes outside of regular drop sites or picked up curbside at the eastside of our office building in McKinney.
- You will wear a mask and gloves during delivery. (these items can be provided to you by MOWCC.)
- Sanitize your hands and/or gloves regularly throughout and avoid touching your face.

GUIDELINES FOR SOCIAL DISTANCING

Place meal bag on the doorknob. If not possible, place on furniture or stack the meal bags on top of each other in front of the door.

Knock on door according to Driver Instructions. Step back from the door at least 6 feet. **DO NOT LEAVE FOOD ON DOOR AND DRIVE AWAY.**

If the client does not retrieve the meal, remove meal off the doorknob, check "Not Delivered" and call the critical time number at the bottom of your route sheet to report the meal was not delivered.

Knock and Enter clients: We are NOT able to enter our client's residences at this time. If no one can retrieve the meals at the door, please write it in your driver notes. **If they are unable to reach the door or need additional meals, MOWCC will deliver the meals.**



YOU ARE NEEDED

by Jamie Seibert

MOWCC continues to follow CDC guidelines and is keeping the amount of staff in the office limited to promote social distancing and prohibit more than 10 people in a space at any given time. This has effected pick-up and delivery times for several areas around Collin County as we stagger our driver's being inside our facility. Below are the new pick-up times (which are still at the regular drop sites) until further notice:

- Frisco: 9am
- Wylie: 9:30am
- Anna/Melissa: 10:15am
- Princeton: 10:30am
- Allen: 11:00am
- Farmersville: 11:00am
- Blue Ridge: 11:15am
- McKinney: 11am
- Plano East: 11:30am
- Plano West: 11:30am

Cities in need

You are needed all across Collin County. Here are the cities most in need. Your support is critical at this time. If you or someone you know would like to help, please reach out to:
scheduler@mowcc.com

- Princeton: > 3 Volunteers
- Anna/Melissa: > 3 Volunteers
- Wylie: > 15 Volunteers
- **PLANO: > 26 VOLUNTEERS**
- McKinney: > 13 Volunteers

Client Well-Checks/Feedback

If clients are in need of additional food, COVID-19 prevention supplies, or more, call the front desk (972) 562 - 6996 and email frontdesk@mowcc.com. Please take note in the driver handbook or well-check log.

Your feedback is needed

We appreciate any and all suggestions you have to help serve Collin County seniors better. Please email rossr@mowcc.com with any suggestions.

DRIVER APP UPDATE

Meals on Wheels is constantly looking at ways to improve how we deliver meals to our clients. We will be adding mobile technology to assist with deliveries.

Look out for more information and training in next month's newsletter, as well as an email from Volunteer Services.

CRITICAL REMINDER

Some of our precious clients miss seeing you. There have been concerns raised about volunteers disappearing before the client receives a meal. When delivering, be patient and make sure to have eyes on the client receiving their meal so we know they are safe and have everything fulfilled that they need. Thank you.