



### *Wheels for Wellness Update...*

Meals on Wheels London is happy to announce the return of the Wheels for Wellness transportation program starting Monday, December 7<sup>th</sup>, 2020.

Due to the ongoing Covid-19 pandemic, our Wheels for Wellness program will operate with some significant changes. Please see below for an outline of these changes. If you have any questions or concerns please feel free to call our Transportation Specialist, Kerri, at 519-660-1430 ext. 229 or our Manager of Client Services, Susan at 519-660-1430 ext. 233.

### *New Transportation Processes...*

-Ride requests will be required 1 week in advance of your ride; due to the limited number of volunteer drivers returning we may not be able to accommodate all requests; you will be notified 2 days in advance of your ride if we are unable to fill your request.

-ALL clients and drivers will be screened on the morning of the ride; your ride may be cancelled on the morning of your appointment if either the client or the driver fail the mandatory Covid screening. If we cannot reach you by telephone to complete the screening your ride will be cancelled by MOWL. If a driver arrives to pick up a client and the client is exhibiting symptoms of illness, or does not meet the required MOWL criteria, the ride will be cancelled at that time.

-ALL clients must sit on the passenger side in the back seat of the driver's car, wear a mask for the duration of the ride, sanitize their hands and their walker or cane, and keep all garbage to themselves. ALL drivers will also wear a mask for the duration of the ride and be responsible for sanitizing their hands and the interior of their vehicles before and after each ride provided.

-ALL clients MUST be able to get in and out of the vehicle with no assistance as the drivers MUST maintain a 6' (2 meter) distance from the clients. While this



distance may not be possible to be maintained inside the vehicle these measures must be taken for the safety of both the client and the MOWL driver.

-Rides will be booked starting at 10:00am and must be finished by 4:00pm, Monday – Friday.

-Absolutely no food or drink will be allowed during the ride.

-NO COMPANIONS MAY ACCOMPANY CLIENTS AT THIS TIME

### *Transportation Procedure...*

-Client will call MOWL to book their ride, at least 7 days in advance of their appointment. Information given at time of booking will include; address of wellness appointment; how long you anticipate being at the appointment (maximum 3 hours); name of clinic, doctor, dentist etc.; confirmation that client is able to get into the vehicle, and attend their appointment, unassisted.

-MOWL will attempt to fill the request by matching the client with a volunteer driver or MOWL van driver. No driver will take more than 1 ride per day.

-MOWL will call the client 2 business days before the requested ride to either confirm a driver or let the client know that we were unable to fill their request.

-The day/evening before the ride the volunteer will call the client to let them know of the pick up time. Drivers have until 8:00pm the evening before the ride to confirm with the client.

-The morning of the ride a MOWL staff member will call the client and driver to complete a covid screening questionnaire. If either the client or the driver fails the screening the ride will be cancelled.

-The driver will arrive to pick up the client at the agreed upon time. The client will be ready and waiting for the driver. The driver will open the door of the vehicle and the client will get in, unassisted. The driver will load the walker/cane into the



trunk. (all items must be clean and sanitized before the ride). Both the driver and client will wear a mask for the duration of the ride. The client MUST sit in the backseat on the passenger side of the vehicle.

-The driver will open the door for the client when they arrive at the appointment. The client will exit the vehicle unassisted and attend their appointment.

-Each driver will complete a post-ride checklist that will be sent to MOWL for any follow up. Clients may receive a follow-up phone call the day after their ride.

-Drivers will sanitize their vehicles before and after each ride. Drivers will be provided with PPE and cleaning supplies. ALL drivers will have hand sanitizer in their vehicles and may ask the client to use it at their discretion.

*Meals on Wheels London understands that the changes made to our transportation program may limit a number of our previous clients from using the service. Unfortunately, these changes are needed to maintain the safety of our clients and our dedicated volunteers.*

*If you have ANY questions or concerns, please do not hesitate to reach out to us at 519-660-1430 and ask for Kerri or Susan.*

**Thank you for your ongoing support of Meals on Wheels London and the Wheels for Wellness transportation programs.**