



### **Wheels for Wellness Procedure for Client**

At time of client intake, clients/caregivers agree to the following MOWL policies. If a client is unable to adhere to the policy, they may be unable to use our service.

- They are aware that they must be able to get into and out of any type of vehicle (car/SUV/minivan) with minimal assistance as drivers must attempt to maintain a 6' (2m) distance from clients whenever possible.
- They are strongly advised to sit in the rear passenger seat and must be able to do up and undo the seatbelt with no assistance. (Front seat only if driver agrees).
- They must be ready and waiting for the driver at the agreed upon time.
- They are strongly encouraged to use the supplied hand sanitizer once they are settled into the vehicle.
- They must do their best to maintain a 6' (2m) distance from the driver whenever possible.
- They cannot bring any food, drink or garbage into the vehicle.
- They must be prepared to cover any parking costs related to their appointment.
- If they have any symptoms of any type of illness, they must call and reschedule their ride.
- There are no extra stops.
- If they are bringing a walker, they are strongly encouraged to sanitize it before they come down for the ride.
- One companion is allowed.
- No money exchanges hands between a client and driver. Clients pay for their rides via monthly invoice.



### Wheels for Wellness Procedure for Drivers

We want to thank all our volunteers for providing MOWL services and we want you to know how much we appreciate everything that you do. Below are many steps being implemented in order to operate our transportation services safely.

#### **Key information to note:**

1. Rides will not be provided for, or by, anyone feeling unwell.
2. Rides are conducted between the hours of 8:30am and 4pm, Monday -Friday and are a maximum of three hours in length.
3. A Ride Checklist must be completed and returned after each ride.
4. Face masks are no longer mandatory and are used at your discretion.

#### **Drivers will be provided with the following:**

1. Hand Sanitizer (which can be refilled)
2. Sanitizing wipes
3. MOWL contact cards
4. MOWL car sign and lanyard **\*\*contact us if you need more supplies**

#### **Training Required**

1. Drivers must attend an orientation session.
2. Volunteers cannot resume/commence duties until orientation is complete.
3. All MOWL staff and volunteers must have at least two doses of the COVID-19 vaccine and provide proof of vaccination to MOWL.
4. All MOWL staff volunteers must sign a Confidentiality Agreement.
5. All drivers must have a vehicle and a valid drivers license and auto insurance and provide copies to MOWL.
6. All volunteers must have a current Vulnerable Sector Check from the Police Department and provide a copy to MOWL.



**The following steps will be taken in order to prepare for the ride:**

1. Drivers must self-screen for any symptoms of any type of illness, before EVERY ride and must call in if ill. **If you test positive for COVID-19 or are in close contact with someone who has tested positive, you will need to refrain from all volunteer duties with MOWL for 10 days. You can return after the 10 day period if you are symptom free.**
2. Preparing your car (pre-ride):
  - Wash and/or sanitize your hands before entering your vehicle.
  - Please ensure your backseat is empty of unnecessary items.
  - All drivers will be provided wipes. We ask that you wipe down the following surfaces before EVERY ride:
    - a. Outside door handle
    - b. Inside door handle
    - c. Seatbelt, tongue and buckles
    - d. Any surfaces that you know have been used by any other individuals in your vehicle before every ride.
3. Remember to keep as much distance as possible between yourself and the client. (Ideally 6 ft. or 2 m). If the client appears to be unwell, please call MOWL immediately.
4. If client has a walker, driver can choose to use sanitizing wipes and/or spray to wipe down walker or wear gloves to load into car (client has been asked to sanitize before coming to the vehicle).
5. Driver will open door for client and client will get in the vehicle.
6. Client and driver are to use hand sanitizer upon entering the vehicle.
7. If windows can remain open during the ride this is preferred but also remember that use of climate control system, even at room temperature is helpful. Air flow can reduce contaminant build up.
8. Upon arrival at the appointment, driver will open door for client to depart.
9. Drivers cannot accept any items from the client at any time during the ride or touch any of their personal belongings. Client must take any garbage with them.



### **Post-ride:**

1. Wash and/or sanitize your hands.
2. Fill out Ride Checklist on the Meals on Wheels London website:
  - a. [www.mowl.ca](http://www.mowl.ca)
  - b. Scroll to the bottom of the home page (or any page) and click the Quick Link, 'Wheels for Wellness Ride Checklist'.
  - c. Under 'Fill Out the Ride Checklist', click the NEXT button to continue.
  - d. Fill in all required fields and submit.
3. If you do not have access to the website, please contact Kerri for paper copies that will need to be submitted to the office at 356 Queens Avenue after each ride.
4. Sanitize inside of door and all areas where client was seated (at your discretion)
5. Sanitize outside door handle. (at your discretion)

### **Ride Bookings and Assignments**

1. Clients 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; if they are bringing a companion, the companions name.
2. MOWL Wheels for Wellness office will start to send ride requests via email, 5 business days ahead of the ride. We 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.
3. Clients will be called 2 business days in advance of the ride. At this time, we will let them know that we either a) found a driver or b) were unable to find a driver. We will supply them with the drivers' first name and remind them that the driver will be calling them the next day (before 8pm) to arrange the pickup time and let them know what their vehicle looks like.
4. The morning of the ride, ALL clients are asked to self-screen. 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. \*\*MOWL reserves the right to refuse service to anyone who is unwell.
5. 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

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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).

6. ALL clients are strongly encouraged to sit in the rear passenger seat of the driver's vehicle, sanitize their hands and their walker or cane, and keep all garbage to themselves. ALL drivers are responsible for sanitizing their hands and the interior of their vehicles before each ride provided.
7. If a client is bringing a companion with them, the companion is also strongly encouraged to sit in the back seat of the vehicle.
8. 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. The process will repeat for the ride home.
9. Each driver will complete a post-ride checklist that will be sent to MOWL the same day, for any follow up. Clients may receive a follow-up phone call the day after their ride.
10. Drivers will sanitize their vehicles before 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.

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**Signature**

**Date**

If you have any questions or concerns, please feel free to call our Transportation coordinator Kerri, at 519-660-1430 ext. 229, our Volunteer coordinator, Melissa, at 519-660-1430 ext. 224 or our Manager of Client Services, Susan at 519-660-1430 ext. 233

**Thank you for your ongoing support of Meals on Wheels London programs.**

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