

**Dear Meals on Wheels Volunteers:**

We continue to be profoundly touched by the number of people who have volunteered to deliver meals during these unprecedented times. We also value the health and safety of all of our volunteers and Clients, and follow public health guidelines to put precautions in place to ensure your wellbeing.

Within our office:

- Each staff member self-screens and takes temperature at the beginning and end of shift,
- Meals, tote contents and route folders are handled with gloves before being passed to volunteers,
- All staff practice physical distancing and wear masks if working in the same office space, or entering the kitchen, and
- No Clients are allowed to enter the offices for the duration of the pandemic.

We continue to call each volunteer to conduct the screening tool the morning of delivery. Gloves, masks, and hand sanitizer are provided by our office along with the meals for delivery.

During your shift, we continue to ask that:

- One volunteer at a time arrive at the rear entrance to collect the meals,
- You communicate with staff from outside the rear entrance to maintain physical distancing, while staff members remain inside the doorway,
- All volunteers wear masks on delivery and if delivering with another person, keep a distance by having the runner sit in the back seat of the vehicle,
- Those delivering the meals either wear gloves, or use hand sanitizer between deliveries, and
- Gloves and masks be disposed of in the receptacle provided outside, on return.

Staff members will step back to allow washroom use by volunteers if needed.

Volunteers are instructed to hang the meal on the Client's doorknob, and knock. The Client will respond, opening the door when the Volunteer leaves. Should you not hear a Client response, please contact the office so that we may follow up to ensure the Client is well.

On return to the office, one volunteer at a time is being admitted to leave the bags, totes and route sheets in the foyer, and reporting to staff at a distance.

Should you have questions or concerns, or are unable to continue volunteering, please do not hesitate to call our office.

Lastly, please note the sign on our front lawn thanking all staff and volunteers, and feel free to add a note to it if you wish.

Thank you so much for your continued assistance during this challenging time.

Sincerely,

The Senior Management Team



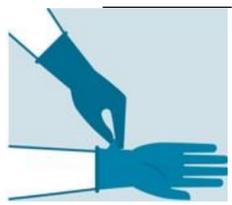
How to Use Disposable Gloves

Wearing gloves protects you from soiling your hands with bodily fluids as well as from spreading germs to Clients, the environment or other Employees. It is important to note that wearing gloves does not replace the need for good hand hygiene and your hands should be cleaned before and after glove use.

Below are some further tips to help protect you while wearing gloves;

- Hand hygiene must be performed before taking gloves from their container
- Hand hygiene must be performed after glove removal since hands are considered contaminated even if gloves have been worn
- Gloves should not be doubled (wearing two pairs at a time)
- Gloves should not be washed or cleaned using an alcohol based hand rub on them. They are for single use only.
- Always remove gloves following the steps below;

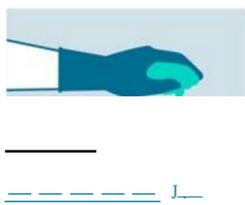
HOW TO REMOVE GLOVES SAFELY



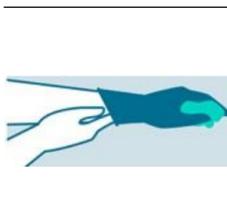
GRASP THE OUTSIDE OF THE GLOVE IN THE WRIST AREA



PEEL THE GLOVE AWAY FROM YOUR BODY, TURN IT INSIDE-OUT



HOLD THE INSIDE-OUT GLOVE IN THE OTHER HAND



SLIDE YOUR FINGERS UNDER THE WRIST OF THE OTHER GLOVE



PEEL THE GLOVE AWAY FROM YOUR BODY, TURN IT INSIDE-OUT. LEAVE THE FIRST GLOVE INSIDE THE SECOND



DISPOSE THE GLOVES SAFELY



WASH YOUR HANDS

Hand Hygiene

When performed correctly, hand hygiene is the single most effective way to prevent the spread of germs and viruses. Hand hygiene refers to removing germs on your hands. Hand hygiene may be performed either by using soap and running water, or with alcohol-based hand rubs (hand sanitizer).

Good hand hygiene technique is easy to learn. Follow these simple steps to keeping your hands clean:



USE SOAP



PALM TO PALM



BACK TO HANDS



FINGERS INTERLACED



BASE OF THUMBS



FINGERNAILS



WRISTS



RINSE HANDS



DRY HANDS



**HOW TO PROPERLY
WASH YOUR HANDS
WITH SOAP AND WATER**