



On the Go ~ In the Know

- A Newsletter for Meals and More Volunteers

May 2007

Meal Survey Forms



Last week you may have been part of distributing a short questionnaire to all the consumers. The questions asked them their opinions about the meal program. It is really important to us that we get as many of those surveys back as possible, so we'd appreciate it if you would prompt the consumers on your route by asking them if they have turned in their survey. Any that you get can simply be placed in the zippered bag that contains all the meal sheets, tags, pens, etc. We'll find them the next day and can process them. THANKS for your help!

Annual Training Session Well Attended

Thirty-nine volunteer drivers and runners gathered recently for breakfast at the Arrowhead restaurant in Clearfield where the annual review of meal program goals and job responsibilities was conducted. Mary Murphy and Alice Pollock conducted the review with questions, answers, and discussion of case scenarios.

Make up sessions will be held in DuBois and Kylertown soon for anyone who was not able to attend. This annual refresher course helps to keep us all "on the same page" as well as give drivers and runners a chance to socialize with others whom they may never see in the course of their volunteer work.

As a 'thank-you' for the work done this past year, each person in attendance was given a compact First Aid Kit to put in their vehicle.

Changes Coming for Farmer's Market Program

Reports received from staff who recently attended the PA Dept of Agriculture training on the 2007 Farmer's Market Program indicate that there will be quite a few changes made to enhance the security of the program. Since many of you helped consumers by carrying checks to them, you will need to be aware of the changes. More detail will be provided in the next issue of "On the Go.." so you will know exactly what is and is not allowed this year.

The Month At A Glance							May 2007						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5							
6	7	8	9	10	11	12							
13	14	15	16	17	18	19							
20	21	22	23	24	Frozen Meal Delivery 25	26							
27	Closed for Memorial Day 28	29	30	31									

Delivering Meals One Smile At A Time!





Use this space to ask questions and share ideas.
(Do not report consumer issues here...call right away with those.)

Name: _____ Phone: _____ Return with your Daily Delivery Sheet

“MEALS AND MORE” DESCRIBES SERVICE BETTER

Throughout the 30 years that the agency has been producing and delivering meals on wheels, we have underscored that in addition to the nourishment the meal brings, the service also provides regular, frequent human contact, and a built-in emergency system.

The official name for the service is “Home Delivered Meals,” according to the Older Americans Act, which established the program. Clearfield AAA stopped using that title about a decade ago, opting for the term “Meals on Wheels,” which had greater name recognition and rolled off the tongue a little easier. In both cases, however, the service name placed the focus on the meal rather than the consumer.

In recent discussions, it has become clear that the emphasis must shift toward the social aspect of checking on the status of the frail consumers who receive them. To that end, we decided to change the name of the service to “Meals and More.”

Here’s our mind-set:

- Meals and More is not supposed to be like mail or newspaper delivery. We won’t leave

the meal in a box or on the porch. We strive for through-the-door, eyeball-to-eyeball delivery...every time.

- Meals and More is not like a raffle where you “need not be present to win.” In fact, what we require is that everyone who gets meals must be present to receive it. If not, the deliverer is required to report the absence so that staff at the main office can start looking for the person. We never stop until we find the consumer and can verify that he or she is safe. The safety of the consumer is paramount.
- If a problem of any kind is encountered at the time of delivery, drivers are trained to report what they see immediately so that emergency services can be enlisted if needed.

By making this name change, it is hoped that everyone involved will have a deeper understanding of the true value of the service. Look for revisions to all printed references to the service and media releases in the near future. “Meals and More.” It’s more than just a meal.

