



## MEALS ON WHEELS DRIVER TRAINING PACKET



Created by



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## OVERVIEW

During a meal delivery, have you encountered a client who might benefit from additional help to support their health, safety and well-being?

In addition to your friendly, familiar face and the warm meal you deliver, you provide a stable source of support for Meals on Wheels (MOW) clients on your route.

As many of your clients' only point of contact each day, you're in a unique position to identify and report any concerns or changes in their lives that may threaten their independence.



Thanks for making an even bigger difference in the lives of your clients than you already do by helping to connect those in need of additional assistance to the Care Coordinator at Meals on Wheels. As the eyes and ears for clients, you will now have the ability to place electronic "wellness alerts" using a mobile device (e.g., tablet, phone) when you notice a change in a client's condition or have a concern about a client's health, safety or well-being. Wellness alerts will be received by the Care Coordinator, who is trained to help connect clients with care and support to stay happy, safe and healthy in their homes.

## WELLNESS ALERTS

As the eyes and ears of Meals on Wheels, you already alert us to clients who may have additional needs and help to ensure their wellness.

Wellness alerts can now be placed electronically using the “Change in Condition” feature within the *ServTracker* Mobile Meals application on your mobile device.

When you notice an issue or change in your clients’ condition, simply select from the following Wellness Indicators and hit submit!

Wellness Indicators (select all that apply):

- A. Health (Physical and Mental)**
- B. Personal Safety**
- C. Mobility**
- D. Nutrition**
- E. Home Environment**
- F. Social Isolation/Loneliness**
- G. Self-Care**
- H. Emergency/9-1-1\*\* (for tracking purposes only)**

When placing a wellness alert, just use your best judgment when selecting the appropriate Wellness Indicator, but no need to worry about making the perfect choice. The important thing is that by placing an alert, you’ve communicated the need for support to the MOW Care Coordinator, who will then follow up with the client directly.

Please note that you are able to select more than one Wellness Indicator for a given encounter with a client.

You can also refer to the Wellness Alert Cheat Sheet (pg.14) for examples of issues you may encounter that correspond to each Wellness Indicator category.

Also, see page 7 for more detailed information on how to place a wellness alert using the *ServTracker* “Change in Condition” feature.

**\*\* Generating an alert for Emergency/9-1-1 is for tracking purposes only. Placing this alert will NOT generate a call to 9-1-1.**

Please follow standard procedures for all emergency situations as indicated in the Meals on Wheels (Your Program Name) Handbook (see excerpt below).

**In an Emergency:**

If a client is in need of immediate medical attention, **please call 9-1-1 first and then call the (Your Program Name).**

If someone has fallen, **DO NOT MOVE** the person but try to make him or her as comfortable as possible.

Please stay until help arrives. Please call the (Your Program Name) so the necessary client contacts can be made.

## CARE COORDINATION

### SO WHAT HAPPENS ONCE YOU PLACE A WELLNESS ALERT?

Once a wellness alert is placed, the information is sent electronically to a MOW Care Coordinator who is trained to receive and respond to the alerts. The Care Coordinator contacts the client, references the alert and offers assistance to help address client issues and concerns. See Figure 1 (p. 6) for a description of the wellness alert and response process.

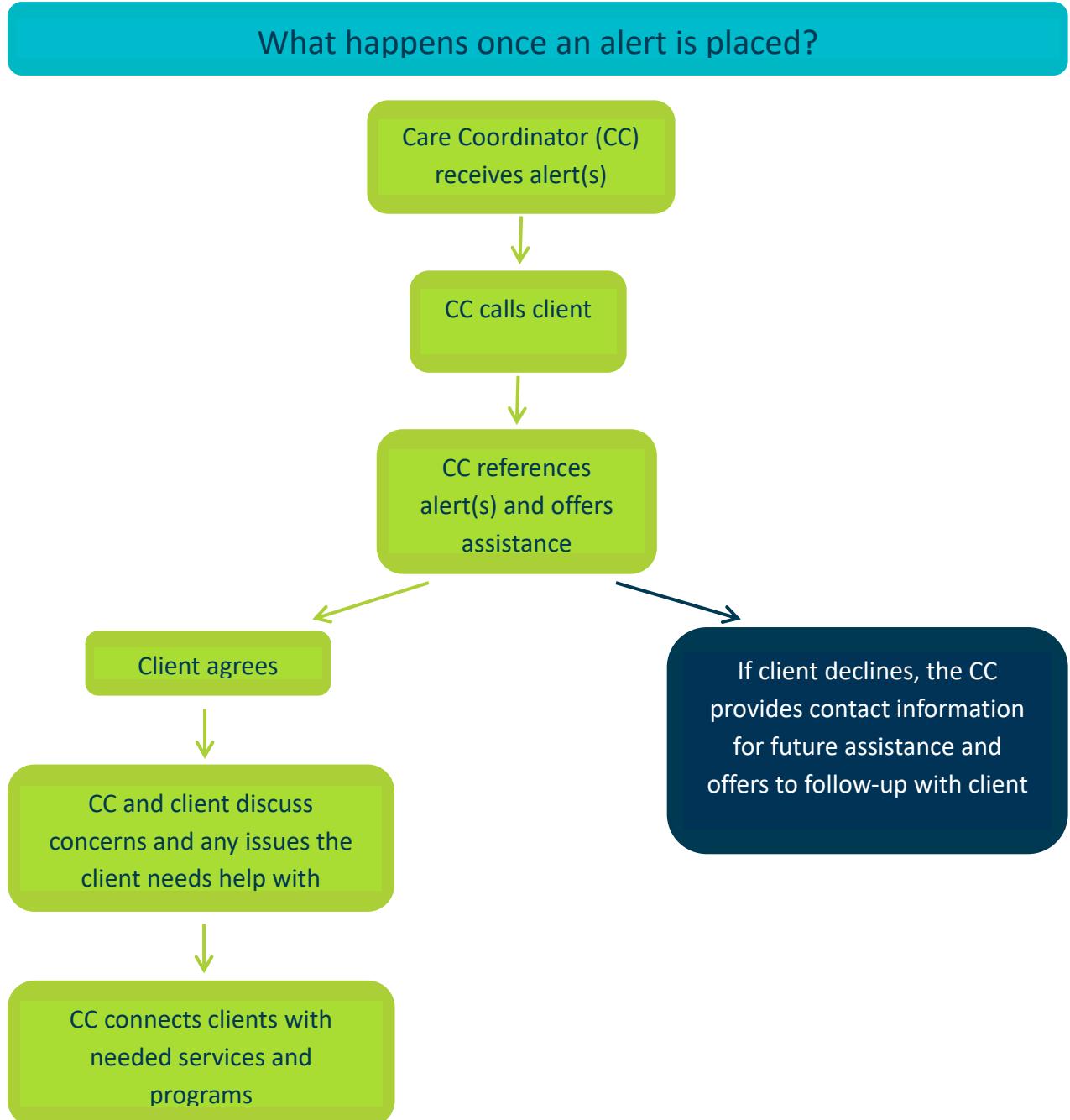
The MOW Care Coordinator can answer questions about help that is available in (your county) and can connect your clients to programs and services that they want and need!

Services and programs may include (but are not limited to):

- Healthcare services (non-emergency)
- Care management
- Prescriptions
- Medical equipment and supplies
- Veterans' services
- Insurance/benefits counseling
- Caregiver support
- Transportation
- Homemaker or personal care assistance
- Home repairs and modifications
- Housing
- Food assistance
- Utility assistance
- Legal and financial assistance
- Volunteer and socialization opportunities

The MOW Care Coordinator is available (e.g., Monday through Friday from 8 a.m. to 4 p.m.). If you need to contact the Care Coordinator, please call (Your Organization's Phone Number).

Figure 1: Wellness Alert and Response Process



## HOW TO PLACE A WELLNESS ALERT

### USING SERVTRACKER MOBILE MEALS “CHANGE IN CONDITION” FEATURE

Now that you know how the wellness alert and response process works, it is time to learn how to place an electronic Wellness Alert!

Electronic wellness alerts can be placed using the “Change in Condition” feature located within *ServTracker’s* Mobile Meals application (‘app’) on your tablet.

The Mobile Meals application is designed to allow you to use GPS (global positioning service) to efficiently navigate your delivery route, see meal delivery instructions and to communicate delivery status (delivered/not delivered) to Meals on Wheels staff. In turn, Meals on Wheels staff is able to see where on the route you are at a given time, and may communicate this information back to your clients as needed.

The “Change in Condition” feature appears as a pop-up window after delivery status is indicated as “delivered,” and allows you to place a wellness alert by selecting a Wellness Indicator(s). Doing so will communicate any concerns around a client’s status back to the Care Coordinator.

There are 4 main steps involved:

- 1) Login to the ServTracker Mobile Meals “App”
- 2) Provide confirmation of client meal delivery
- 3) Place a wellness alert using the “Change in Condition” feature
- 4) Complete your route and log out!

\*Images and instructions were modified from the accessible solutions ServTracker Mobile Meals App Reference Guide. Images do not contain real client/driver information.

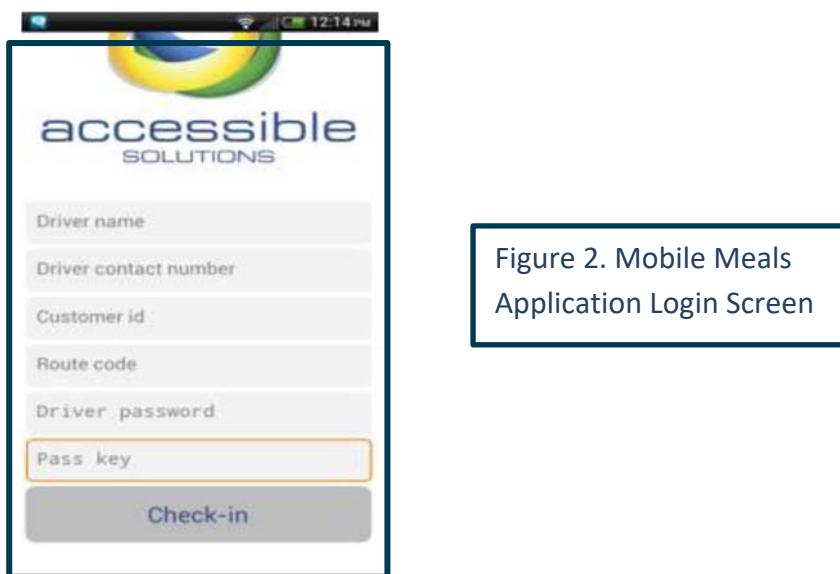
## LET'S GET STARTED!

Below are step-by-step instructions to get you started using the “Mobile Meals” application and “Change in Condition” feature on your tablet (note that all images are as they appear on a smart phone).

You will receive login information from your (Nutrition Supervisor). **For security purposes, the pass key changes daily, and no client information will be stored on the device.**

### **1. Receive your Route Assigned Tablet Device from your supervisor, and log into ServTracker Mobile Meals Application**

- A. Click on the “Mobile Meals” icon on your mobile device to open the application
- B. Enter login information
  - Driver Password: Default = (driverpass)
- C. Select “Check-in” to log in



## 2. Provide confirmation of meal delivery

- A. Once you have “checked-in,” you will see a route list of clients (Figure 3). These are the clients you will be delivering to on the selected route for the day. **Please note: Clients you are “skipping” will not appear on the delivery list.**
- B. You can use this route list to get mapping directions as well as check off completed deliveries by selecting each client individually.
- C. The top header displays the route name and the total number of items delivered / total items.
- D. Each client is listed below the header in sequence order of the delivery. **Please note: Meals do not have to be delivered in the supplied sequence. You can manually select from the route list which client you want to deliver to next.**
- E. Each client is listed as “Incomplete” if not yet delivered and as “Complete” when delivery is completed.

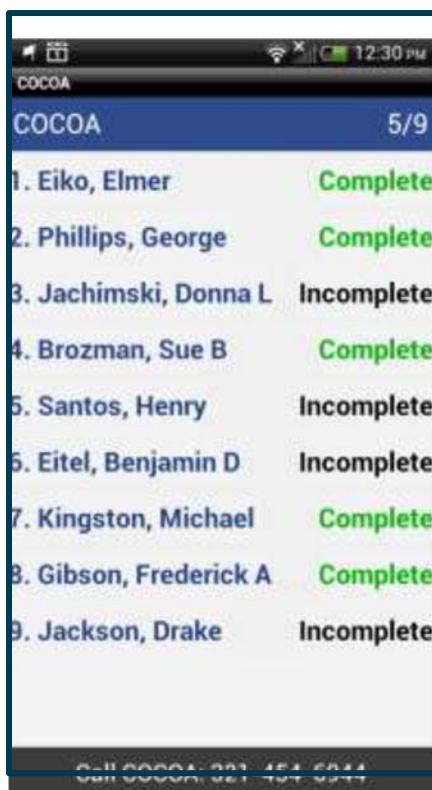


Figure 3. Client Route List



Figure 4. Delivery Details

- F. When you select a client, it will bring up the “Delivery Details” form with client information, delivery details and any special instructions (Figure 4).
- G. The delivery details form allows you to map directions, add comments and check “delivered” or “not delivered.” If “not delivered,” you can select “why” from a list of reasons.

#### Additional Delivery Details

- Directions – Brings up the driver’s default mapping software to map directions to the client’s residence.
- Route List – Returns the driver to the “Route List” form.
- Delivered – Updates the client’s meal as “Delivered” and moves to the next sequential client.
- Not Delivered – Brings up the “Delivery Failure: Reasons” form.
- If the delivery update is successful, the following “Update sent!” message (Figure 5) is displayed before moving to the next sequential client.
- Remember to use the speaker and turn up the volume on your device to hear driving directions!

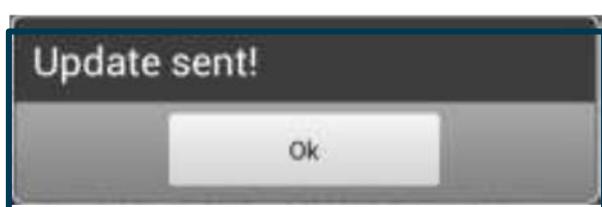


Figure 5. Pop-up Screen for Delivery Update Status

### 3. Place an electronic Wellness Alert using the “Change in Condition” feature

- A. After you confirm the delivery of a meal to a client, you will receive a prompt asking you if there “Is a Change in Condition” for the client (Figure 6).



Figure 6. Pop-up Screen for  
“Change in Condition”

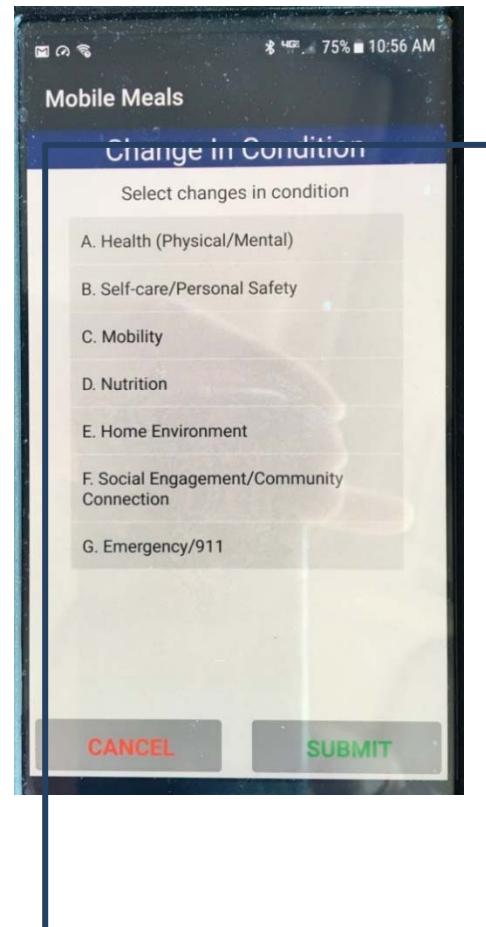


Figure 7. Wellness Indicators

- B. If you say No to this question, you will be prompted to continue on to your next client delivery.
- C. If you say Yes to this question, you will then be presented with a screen that displays the list of Wellness Indicators to select from (Figure 7). Remember, you can select more than one Wellness Indicator. Also, Emergency/911 is for tracking purposes only!
- D. When you are finished making your selections, just hit submit!

#### **4. Complete your route and log out**

- A. When the route is completed, please check to confirm that all stops have been visited and logged in the application, then sign your name and select “Done.” (Figure 8)

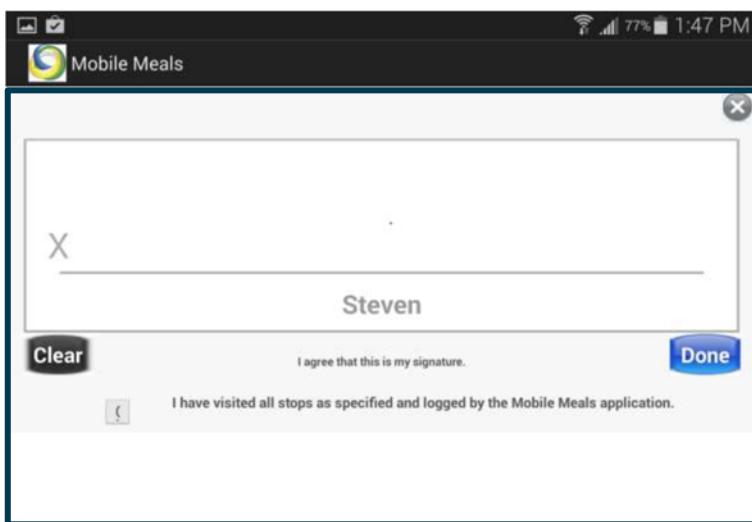


Figure 8. Delivery Signature Confirmation

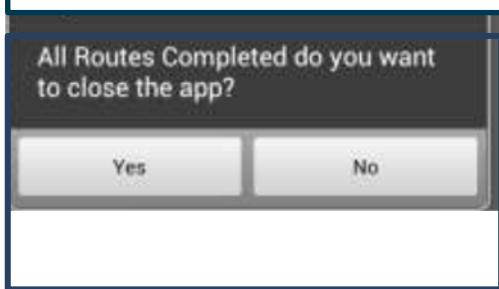


Figure 9. Logout Screen

- B. Once you have signed the confirmation page, the application will ask you if you want to close the application (Figure 9). Click “Yes.”
- C. Be sure to return your Route Assigned Tablet to your Supervisor at the end of each day, if using a device from your Meals on Wheels program. **DO NOT TAKE YOUR device HOME!**

Congratulations! You have successfully completed “How to Place Electronic Wellness Alerts” using the *ServTracker* Mobile Meals Application “Change in Condition” feature. You are well on your way to helping your clients stay happy, safe and healthy in their homes!

## WELLNESS ALERT CHEAT SHEET:

### Wellness Indicators and Examples of Corresponding Observations

Health (Physical and Mental)	Personal Safety/Self-Care	Mobility	Nutrition	Home Environment	Social Isolation/Loneliness	Emergency
<ul style="list-style-type: none"> <li>• Unusual breathing</li> <li>• New bruises</li> <li>• Swelling</li> <li>• Muscle weakness</li> <li>• Fatigue</li> <li>• Facial droop</li> <li>• Change in skin color</li> <li>• Confusion</li> <li>• New communication problem</li> <li>• Apparent change in mood or behavior</li> </ul>	<p>Personal Safety:</p> <ul style="list-style-type: none"> <li>• Suspected signs of neglect or abuse</li> </ul> <p>Self-Care</p> <ul style="list-style-type: none"> <li>• Smells badly</li> <li>• Disheveled appearance</li> </ul>	<ul style="list-style-type: none"> <li>• New limp</li> <li>• Takes longer than usual to answer door</li> <li>• Unsteady on feet</li> <li>• Less mobile than usual</li> </ul>	<ul style="list-style-type: none"> <li>• Visible weight loss or gain</li> <li>• Loss of appetite</li> <li>• Concerns about fluid intake</li> <li>• Uneaten meals</li> <li>• Ill-fitting or lost dentures</li> <li>• New dental problem</li> </ul>	<ul style="list-style-type: none"> <li>• Home looks unsafe</li> <li>• Dirtier and/or more cluttered than usual</li> <li>• Difficulty managing home maintenance</li> <li>• Heating/cooling problem</li> <li>• Unsafe electrical, carpet or other walking surfaces</li> </ul>	<ul style="list-style-type: none"> <li>• Reported loss of friend, family or pet</li> <li>• Loss or change in support from caregiver, family or social network</li> <li>• Change in participation in usual social or religious activities</li> </ul>	<ul style="list-style-type: none"> <li>• Call 911</li> <li>• Call the office</li> </ul> <p><i>*Use of this emergency alert is for tracking purposes only</i></p>

## TEST YOUR KNOWLEDGE!

Now that you know how to place electronic wellness alerts, it is time to practice and test your knowledge!

Please read the following scenarios and identify the most appropriate Wellness Indicator(s).

Feel free to use that Wellness Alert Cheat Sheet (page 14) for help in choosing the best answer(s). When you have finished, use the answer key (page 20) to check your selections.

Select all that apply

1. Judy is taking longer than usual to get to the door today. When she answers the door, you notice that she is using a cane, which is not typical for Judy. Which type of alert(s) would this generate?
  - A. Health (Physical/Mental)
  - B. Self-Care/Personal Safety
  - C. Mobility
  - D. Nutrition
  - E. Home Environment
  - F. Social Isolation/Loneliness
  - G. Emergency/911

2. This afternoon, Marge's living room appears more cluttered than usual with dirty dishes and other items. Which type of alert(s) would this generate?
- A. Health (Physical/Mental)
  - B. Self-Care/Personal Safety
  - C. Mobility
  - D. Nutrition
  - E. Home Environment
  - F. Social Isolation/Loneliness
  - G. Emergency/911
3. David seems withdrawn and sad today, whereas usually, he is quite upbeat when you visit. Which type of alert(s) would this generate?
- A. Health (Physical/Mental)
  - B. Self-Care/Personal Safety
  - C. Mobility
  - D. Nutrition
  - E. Home Environment
  - F. Social Isolation/Loneliness
  - G. Emergency/911

4. When delivering meals for Arthur, you have instructions to place meals in the fridge. When you look in the fridge, you notice that he has several uneaten meals. Which type of alert(s) would this generate?
- A. Health (Physical/Mental)
  - B. Self-Care/Personal Safety
  - C. Mobility
  - D. Nutrition
  - E. Home Environment
  - F. Social Isolation/Loneliness
  - G. Emergency/911
5. Bea answers the door wearing the same clothes as the previous few times you delivered her meals, and you notice a strong odor. You suspect she hasn't showered. Which type of alert(s) would this generate?
- A. Health (Physical/Mental)
  - B. Self-Care/Personal Safety
  - C. Mobility
  - D. Nutrition
  - E. Home Environment
  - F. Social Isolation/Loneliness
  - G. Emergency/911

6. You notice that Nora's skin is more yellow in color than usual, and she appears to be more confused than normal. Which type of alert(s) would this generate?
- A. Health (Physical/Mental)
  - B. Self-Care/Personal Safety
  - C. Mobility
  - D. Nutrition
  - E. Home Environment
  - F. Social Isolation/Loneliness
  - G. Emergency/911
7. Upon arriving at the house, you see Robert in distress lying on the ground on his front porch. He notifies you that he lost his balance and fell, and is unable to move. After following the standard emergency response protocol for Meals on Wheels (calling 9-1-1 and then the office), which type of alert(s) would this generate?
- A. Health (Physical/Mental)
  - B. Self-Care/Personal Safety
  - C. Mobility
  - D. Nutrition
  - E. Home Environment
  - F. Social Isolation/Loneliness
  - G. Emergency/911

8. Clarence, usually very talkative, has seemed to be sad and withdrawn for the past few days upon delivery. Further, he is disheveled, and is giving off a strong body odor. You were informed by another driver that his brother passed away a few weeks prior. Which types of alert(s) may this generate?

- A. Health (Physical/Mental)
- B. Self-Care/Personal Safety
- C. Mobility
- D. Nutrition
- E. Home Environment
- F. Social Isolation/Loneliness
- G. Emergency/911

9. Billie asks you to deliver a gift to his church group on his behalf. He has talked about how much he enjoys church group on several occasions, but now states that due to difficulty walking, he hasn't been able to attend. Which type of alert/(s) would this generate?

- A. Health (Physical/Mental)
- B. Self-Care/Personal Safety
- C. Mobility
- D. Nutrition
- E. Home Environment
- F. Social Isolation/Loneliness
- G. Emergency/911

Great job! Now that you have successfully completed the practice scenarios, try thinking of a time that you had a concern about a client.

What did you see or hear that caused you to be concerned?

Which type of wellness alert(s) would you place to notify the MOW Care Coordinator of the issue or change in condition?

## ANSWER KEY

1. C – Mobility
2. E – Home Environment
3. A – Health (Physical/Mental)
4. D – Nutrition
5. B – Self-Care/Personal Safety
6. A – Health (Physical/Mental)
7. G – Emergency/911
8. A – Health (Physical/Mental), B – Self-Care/Personal Safety, F – Social Isolation/Loneliness
9. C – Mobility, F – Social Isolation/Loneliness

## INTERESTED IN ADDITIONAL TRAINING?

We are happy to provide you with additional training.

We're also happy to address any questions or concerns you may have.



Please see (Insert Name of Your Program Staff).

## FREQUENTLY ASKED QUESTIONS

Q: If I encounter an emergency situation, what do I do? If I place an Emergency/911 alert, will that connect me or the client with emergency services?

A: In the event of an emergency, follow the standard Meals on Wheels emergency protocol: Call 9-1-1 and then call the office. The Emergency/911 alert category is ONLY for tracking purposes!

Q: I'm not sure if the change I'm noticing is important enough for me to place an alert. How do I know? And what if I select the wrong type of alert? Should I continue placing an alert for the same issue if I already reported it?

A: When in doubt, place a wellness alert! There is no downside to placing an alert, as a Care Coordinator will respond by checking in with the client to assess needs and, with permission, help connect them to available services and programs. Clients will always be provided the opportunity to decline assistance.

Q: What if I notice multiple issues that are of concern during meal delivery?

A: Using the Change in Condition feature, you will have the opportunity to select more than one Wellness Indicator to place multiple wellness alerts (e.g., C. Mobility, D. Nutrition).

Q: When will wellness alerts be received by the Care Coordinator?

A: Wellness alerts will be received electronically by the Care Coordinator and typically acted upon within 24 hours. The Care Coordinator is available (Monday through Friday, from 8 a.m. – 4 p.m.).

## GLOSSARY

Care Coordinator: Meals on Wheels staff member trained to receive and respond to Wellness Alerts and connect clients with the appropriate medical or non-medical services they want and need.

Change in Condition: A feature within *ServTracker's* Mobile Meals Application that allows drivers to place a *Wellness Alert* if any concerns or changes with a client are observed during meal delivery service.

Mobile Meals Application: A *ServTracker* application that allows drivers to view automated route sheets and “generate directions on demand from their current location to the next delivery stop, as well as update the delivery status for all meals out for delivery.” This application is available for use on mobile devices. Through a delivery dashboard, office staff are able to view delivery status in real-time.

*ServTracker*: A software product by Accessible Solutions, Inc. intended for use by senior service agencies and community-based service organizations to manage the details of a program’s clients, vendors, volunteers and employees.

Wellness Alert: An alert that a driver can place (electronically) when an issue or change in a Wellness Indicator is observed in a client during a meal delivery.

Wellness Indicators: These represent the six different domains of wellness: Health, Self-Care/Personal Safety, Mobility, Nutrition, Home Environment, Social Isolation/Loneliness (Emergency/9-1-1 is for tracking purposes only). During a meal delivery, drivers may encounter a client with an issue of change in one (or several) of these domains that is of concern or different from their typical state.

# THANK YOU FOR BEING THE EYES AND EARS FOR OUR SENIORS!

You Deliver So Much More Than a Meal!





**MEALS on WHEELS**  
AMERICA

## CERTIFICATION OF COMPLETION

This is to acknowledge that I have received a copy of the Meals on Wheels (Program Name) Training Packet, and I have read and understand the content.

Home-Delivered Meal (HDM) Driver Certification: I certify that I received and completed the training as indicated above.

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Please return the signed form to your Nutrition Supervisor.

***Disclosures:***

*More Than a Meal*<sup>®</sup> is a registered trademark of Meals on Wheels of Central Maryland, Inc. and is being used under a license agreement from such entity.

Meals on Wheels America would like to thank Meals on Wheel of San Diego and Guernsey County Senior Services Center, Inc. for contributing to the testing and refining of the change of condition monitoring process and the development and refinement of the *More Than a Meal*<sup>®</sup> Process Expansion Care Coordinator Toolbox.

The *More Than a Meal*<sup>®</sup> Process Expansion project is funded through a cooperative research agreement with the Gary and Mary West Health Institute. The Gary and Mary West Health Institute – comprised of a diverse team of researchers and professionals across healthcare delivery, social science, data science and medical professions – is dedicated to advancing community-based models that support seniors, like Meals on Wheels clients, to remain in their homes and communities of choice.