



**IT IS IMPORTANT THAT YOU READ THIS  
IF YOU ARE INVOLVED  
WITH THE HOME DELIVERED MEAL PROGRAM**

**SENIOR CLIENTS:**

You **MUST**

- Be home at the time of meal delivery.
- Call the Department office (518-719-3555) by 9 a.m. if you will not be home at the time of meal delivery,
- If we were not notified & the volunteer arrives to find no one at home, you will **not** receive a meal that day. The meal(s) **CANNOT**, under any circumstances, be left.
- Understand that volunteers have the right to choose NOT to deliver a meal if:
  - Feel disrespected, threatened or harassed or are in danger.
  - Driveway/walkway is too icy, unplowed, flooded, etc.
- Greene County has the right to discontinue this service if your current circumstances change.
- **DURING COVID:**
  - Client agrees to place something by main door (e.g. box, table, etc.) on which volunteer can leave meal in a contact-less scenario.
  - Do not open the door while the volunteer is there placing meal. The volunteer will notify you either by knocking on the door, ringing the bell or calling you on the phone when the meal is placed and safe to pick-up.
  - We require an acknowledgement that you are ok if we knock on your door. Please do so with a wave or gesture.

**VOLUNTEERS:**

**DO NOT:**

- Leave meal if client is not home.
- Put yourself in danger. If, in your opinion, things seem unsafe, call the main office and tell them you were unable to deliver.

You **MUST:**

- Notify the office if you notice abnormal changes in a client's condition or environment.
- **DURING COVID:**
  - Wear a mask when delivering at the house.
  - Do not have direct contact with client. Maintain social distance.
  - Call, knock on door or ring bell when leaving meal. Allow a few minutes for the client to acknowledge you. When they do, leave to go to the next client.
  - If you do not see client after 5 minutes, do not leave meal & notify office.