



2016 Volunteer Driver Instructions

Pick-up Locations

- Please see your coordinator for which location and route # you or your group is assigned to.
- For more instructions, please copy the video link below to watch how to pick up the meals and deliver the meals.

Meal pick-up time is from 10:50am– 11:00 am.

- Mayo Clinic Hospital - on Market Street, between 10th & 11th
- Bethany Lutheran Homes – Cass Street delivery entrance behind bus pickup.

Please Watch our YouTube video for helpful hints on delivering meals.
https://www.youtube.com/watch?v=9wD_brLaJmK

Mobile Meals Contact Information

Address: 2600 Quarry Road
La Crosse, WI 54601

Email:
LaCrosseMobileMeals@gmail.com

Website:
www.MobileMealsofLaCrosse.org

Weekday Office Hours:
M-F 8 am-2 pm
Office #
608-784-4623

Weekend Office Hours:
Sa-Su 11 am -1 pm
Office #
608-799-8962

Bethany on Cass: # 608-796-1092

Mayo Hospital # 608-392-9587
or on weekends and holidays
608-785-0940, ext. 2388



1. Please pick up the hot carriers, cold cooler, and clipboard for your specified route.
2. Please keep all the hot food and the cold food in their proper containers until delivery time to control the temperature of the food. Please do not remove icepacks from the cooler.
3. The clipboard will hold a sheet for each recipient. Each recipient is assigned a number on their delivery sheet and meals. **Each recipients receives both a hot meal and a cold bag.** Please match the numbers correctly. It is very important as many recipients may have dietary considerations and special meals are prepared for them.
4. There is a suggested route map (**MapQuest**) included inside the clipboard. Clipboard does open and may contain additional maps or information. Please try to follow the map so recipients receive their meal around the same time each day.
5. Please read any instructions on the delivery slips. They may specify how the recipient wants to receive their meal such as; a knock at the door, entering in through a side door, calling, etc.
6. Please knock first (unless specified otherwise). **Do not enter** without their permission. Please use your best judgment if a situation seems unsafe. Please call their emergency contact, the Mobile Meals office, or 911 in case of an emergency.
7. **If the recipient is not home** and there is not a note left by them or a cooler for the meal, please try to call them, their emergency contact, and then return the meal to the hot carrier and cooler. The facility will notify Mobile Meals if someone was not home to receive their meal.
8. Please initial and write down the time of delivery on the delivery sheets.
9. Return all the carriers, clipboards, and icepacks to the meal provider.

Thank you for volunteering!

