

# MEALS ON WHEELS SAN DIEGO COUNTY WELLNESS SUPPORT VOLUNTEER TRAINING PACKET





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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 Navigator 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 (cell 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 Navigator, 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 (cell phone).

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/Mental)**
- B. Self-Care/Personal Safety**
- C. Mobility**
- D. Nutrition**
- E. Home Environment**
- F. Social Engagement/Community Connection**
- G. Emergency/911\*\* (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 Navigator, 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. 22) for examples of issues you may encounter that correspond to each Wellness Indicator category.

Also, see page 8 for more detailed information on how to place a wellness alert using the *ServTracker* 'Change in Condition' feature.

**\*\* Generating an alert for Emergency/911 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 San Diego County Volunteer Handbook (see excerpt from Volunteer Handbook below).

**In an Emergency:**

If a client is in need of immediate medical attention,

**Please call 9-1-1 first and then call the Service Center.**

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 Service Center so the necessary client contacts can be made.

# Care Navigation

## So what happens once you place a wellness alert?

Once a wellness alert is placed, the information is sent electronically to a MOW Care Navigator who is trained to receive and respond to the alerts. The Care Navigator contacts the client, references the alert and offers assistance to help address client issues and concerns. See Figure 1 (pg. 7) for a description of the wellness alert and response process.

The MOW Care Navigator can answer questions about help that is available in San Diego 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**

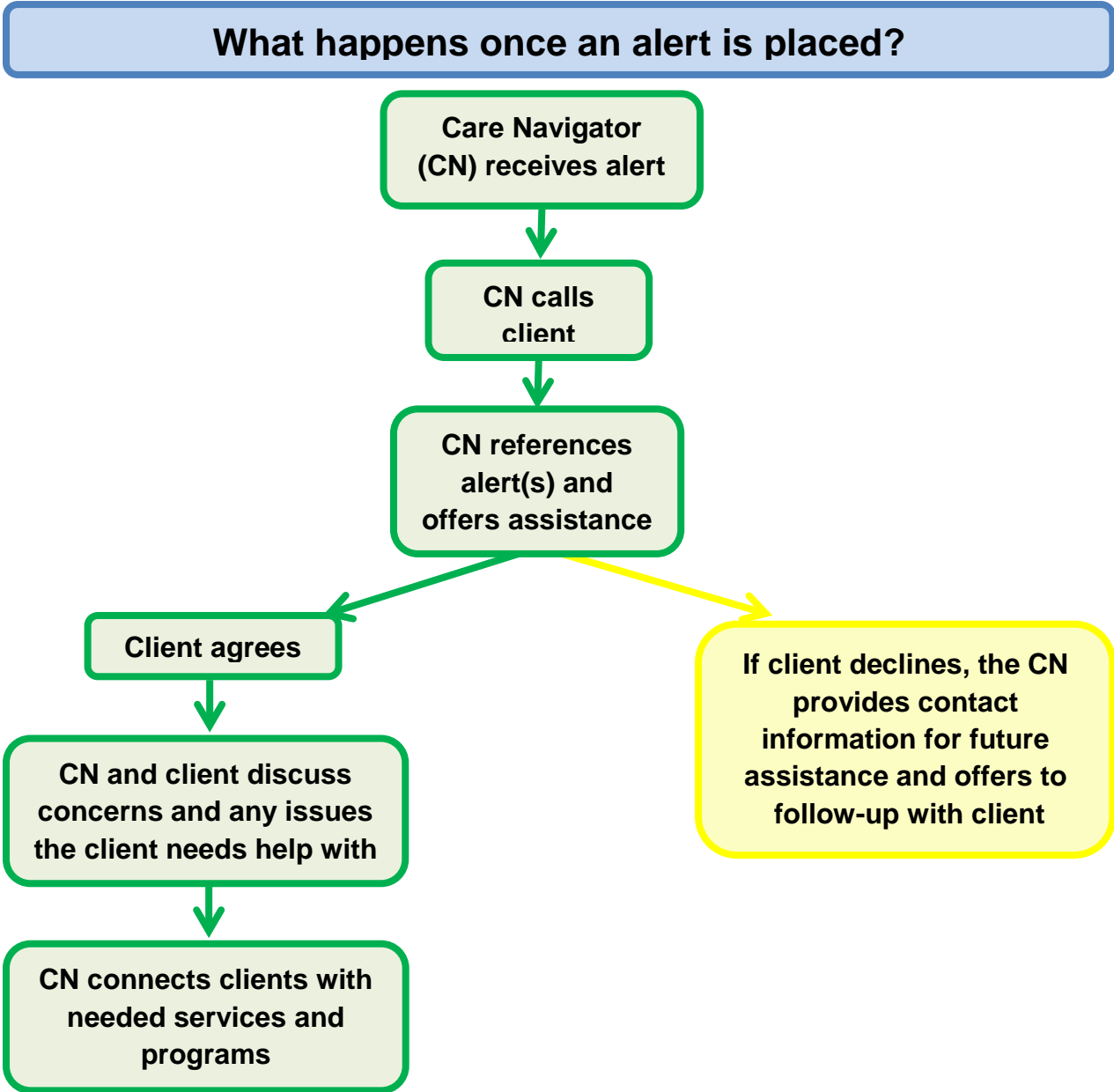
**Utility assistance**

**Legal and financial assistance**

**Volunteer and socialization opportunities**

The MOW Care Navigator is available Monday through Friday from 10 a.m. to 2 p.m. If you need to contact the Care Navigator, please call 619-278-4022.

**Figure 1: Wellness Alert and Response Process**





## **How to Place a Wellness Alert: Using the *ServTracker* Mobile Meals Application '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 cell phone.

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 MOW staff. In turn, MOW 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 Navigator.

**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 logout!**

\*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 cell phone (all images are as they appear on a cell phone).

You will receive login information from your site coordinator or service manager. **For security purposes, the pass key changes daily and no client information will be stored on the device.**

## 1. Login to 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 login



Figure 2. Mobile Meals Application Log-in Screen

## 2. Provide Confirmation of Meal Delivery

- A. Once you have 'checked-in' you will see a route list of clients (See Fig. 3 below). 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 with 'Complete' when delivery is completed.

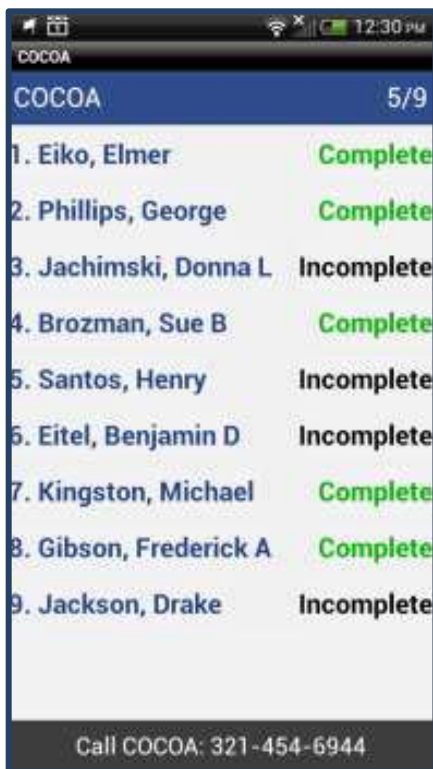


Figure 3. Client Route List



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 (See Fig. 4).
- G. The delivery detail 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 drivers 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 (See Fig. 5 below) is displayed before moving to the next sequential client.
- Remember: California is a hands-free state, so make sure to use the speaker and turn up the volume on your cell phone to hear driving directions!

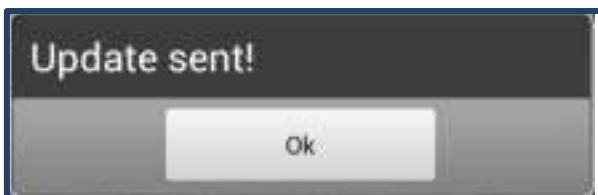


Figure 5. Pop-up screen for Delivery Update Status

### 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 (See Fig. 6 below).

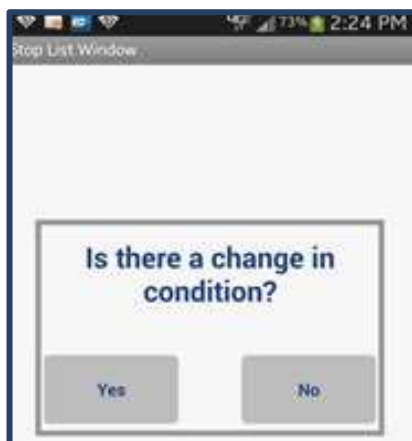


Figure 6. Pop-up screen for 'Change in Condition'

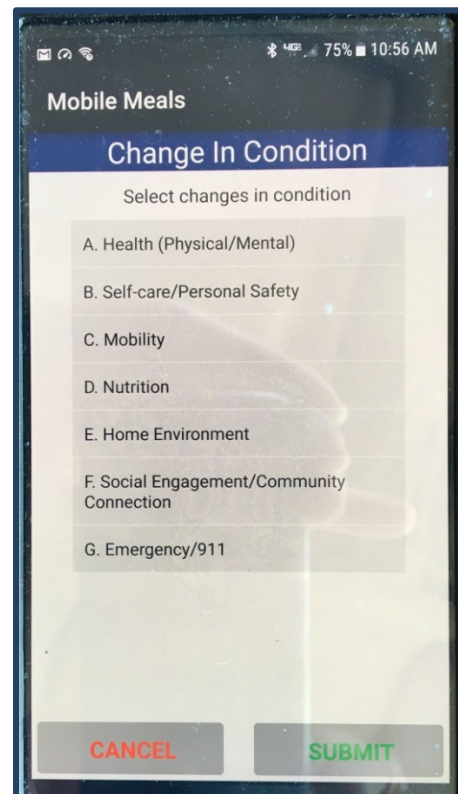


Figure 7. Wellness Indicators

- 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 (See Fig. 7 above). 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 logout

- 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.' (See Fig. 8 below)

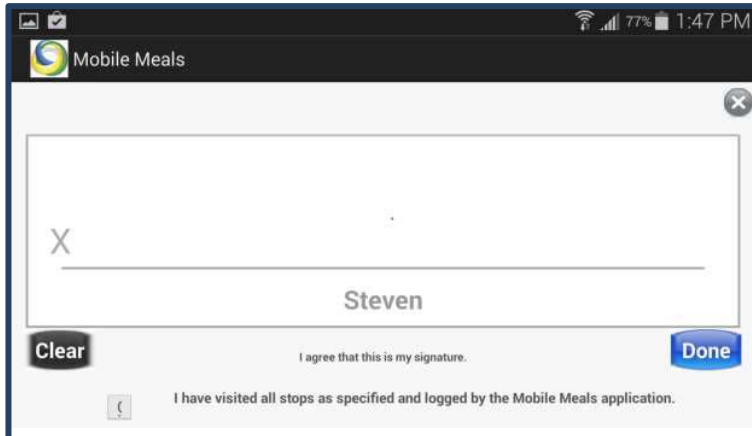


Figure 8. Delivery Signature Confirmation

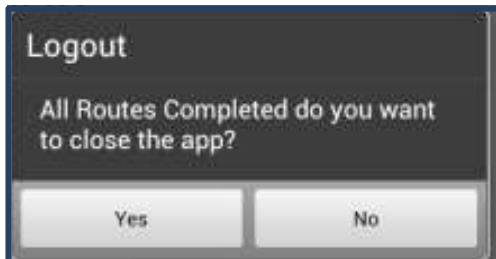


Figure 9. Logout Screen

- B. Once you have signed the confirmation page, the application will ask you if you want to close the application (See Fig. 9 above). Click "Yes."

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!

## Test Your Knowledge!

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

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

Feel free to use the Wellness Alert Cheat Sheet (pg. 22) for help in choosing the best answer(s). When you have finished, use the answer key (pg. 18) 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 Engagement/Social Connection
  - 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 Engagement/Social Connection
  - 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 Engagement/Social Connection
  - 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 Engagement/Social Connection
  - 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 Engagement/Social Connection
  - 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 Engagement/Social Connection
- 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 Engagement/Social Connection
- 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 Engagement/Social Connection
- 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 Engagement/Social Connection
- 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 Navigator 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 Engagement/Community Connection
9. C – Mobility, F – Social Engagement/Community Connection

## Interested in additional training?

We are happy to provide you with supplemental online training modules, or help you practice using the application on your route.

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



Please call or email Alyssa Wong at 619-278-4022 / [awong@meals-on-wheels.org](mailto:awong@meals-on-wheels.org) or Esteban Ojeda at 619-278-4011 / [eojeda@meals-on-wheels.org](mailto:eojeda@meals-on-wheels.org)

## 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 Navigator 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 Navigator?

**A:** Wellness alerts will be received electronically by the Care Navigator and typically acted upon within 24 hours. The Care Navigator is available Monday through Friday, from 10 a.m. – 2 p.m.

## Glossary

**Care Navigator:** 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 (cellular phones or tablets). Through a delivery dashboard, office staff are able to view delivery status in real-time.

**ServTracker:** A software product by Accessible Solutions 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/s are observed in a client during a meal delivery.

**Wellness Indicators:** These represent the different six domains of wellness: Health, Self-Care/Personal Safety, Mobility, Nutrition, Home Environment, and Social Engagement/Community Connection. Emergency/911 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.

# Wellness Alert Cheat Sheet:

## Wellness Indicators and Examples of Corresponding Observations

Health (Physical/Mental)	Self-Care/ Personal Safety	Mobility	Nutrition	Home Environment	Social Engagement / Community Connection	Emergency
<ul style="list-style-type: none"> <li>• Unusual breathing</li> <li>• New bruises</li> <li>• Apparent change in mood or behavior</li> <li>• Confusion</li> <li>• Swelling</li> <li>• Muscle weakness</li> <li>• Fatigue</li> <li>• Facial droop</li> <li>• Change in skin color</li> <li>• New communication problem</li> </ul>	<ul style="list-style-type: none"> <li>• Smells badly</li> <li>• Disheveled appearance</li> <li>• Suspected signs of neglect or abuse</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>

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

You Deliver So Much More Than A Meal!





## Certificate of Completion

This is to acknowledge that I have received a copy of the Meals on Wheels San Diego County Wellness Support Volunteer Training Packet, and I have read and understand the content.

Volunteer Driver Certification: I certify that I received and completed the training as indicated above.

Name:

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Date:

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Signature:

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Please return the signed form to your Site Coordinator or Service Center.





