

# Aging and Disability Services - Meal Delivery Guidance

As of 3/24/2020

Refer to King County Public Health for up-to-date information:

[www.kingcounty.gov/covid](http://www.kingcounty.gov/covid)

## Prior to Meal Delivery

- Call the person to do a brief check in; ask how they are doing, and if they have any needs other than food.
- Ask the person if they have any issues with hearing the doorbell, hearing someone knocking on the door, or if they need additional time getting up to open the door.
- Ask the person the best way to notify them when the meals arrive.
- Inform the person that meal(s) will be delivered on (date/time) and that, due to COVID-19, meal delivery has changed, if formerly receiving home delivered meals.
- Let the person know that the driver will ring the doorbell or knock and move away from the door (6 feet away) and maintain the 6 foot distance.
- Inform the person that if there is no immediate answer that driver will wait up to five minutes and that if there is no answer, the driver will take the food as the food cannot be left on the doorstep, handle, etc.
- Let the person know to reheat hot food if possible; however, reassure them that the food was prepared safely.

## Driver/Delivery Person/Volunteer

- Inform the driver that during COVID-19 meal delivery, brief hellos and meal delivery is all that are allowed.
- Inform the driver of any specific directions, e.g., person has difficulty walking at needs additional time to answer the door.
- Ring the doorbell or knock and move back (6 feet away from the door) as per CDC guidelines.
- Maintain the 6 foot distance at all times.
- Let the person know you are with \_\_\_\_ agency and there to deliver meal(s).
- Greet the person and place the meal(s) on a door handle or doorknob, if possible. Wait for the client to get the meal or bag inside their home, apartment.
- Reminder: direct person-to-person contact should be avoided.
- After meal delivery, wash hands thoroughly, or use hand sanitizer.
- Driver/volunteers: Do not leave food unattended. If there is no answer, take food with you.
- Drivers/volunteers: Remember to provide a warm and friendly face, even if you can't interact for long. Let them know they can tell the person that they'll share information with their agency if the person indicates any additional needs.



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