

2021 COVID-19 OPERATIONS BACKGROUNDER

Updated 1/26/2021

CURRENT COURSE OF ACTION – MEAL DELIVERY PROGRAM

- [Meals on Wheels San Antonio](#) is a lifeline for thousands of Bexar County seniors each year.
- The work we do is an essential service and we have maintained home delivery service for clients since mid-March.
- We are committed to delivering meals to our clients, a mostly elderly, high-risk population, and check on their safety during this time.
- Staff, volunteers, visitors and anyone who works with or near our food supplies are trained in frequent hand-washing, wear masks, covering coughs and sneezes, cleaning and disinfecting areas frequently and staying home when ill. Temperature checks occur at the office and are encouraged additionally at home. Anyone entering the building is asked screening questions.
- Those delivering food practice physical distancing during the meal drops, wear masks, use hand sanitizer and only participate if fever-free and healthy.
- We continue to utilize appropriate cleaners to sanitize all surfaces and keep our meals and food areas safe.
- We are acting in accordance with CDC and San Antonio Metropolitan Health recommendations regarding the use of face masks.
- [Shelf-Stable Food Supply Boxes](#) of shelf-stable meals and extra refrigerated meals continue to be sourced and delivered.
- By the end of 2020, over 200,113 extra meals will be delivered to clients.
 - Extra meals provided to Meals on Wheels Victoria, Rainbow Senior Center at Kronkosky Place in Boerne, Soldier's Angels, Voices for Veterans, District 2, and to Bihl Haus Arts for the residents of Primrose at Monticello Park Senior Apartments
 - Additional counties we are now serving include Comal, Edwards, Guadalupe, Karnes, McMullen, Medina, Uvalde, and Wilson.
- **To refer:** Client referrals from doctors, health representatives, community service agencies, and other public health agencies are encouraged. Relatives, friends, or caring individuals can also make a referral. Referrals can be made at <https://www.mowsatx.org/referral> or via phone at (210) 735-5115.
- **To help:** Donate or volunteer! Donations of funds will help purchase additional food and emergency food box needs. Just \$25 can provide a client a week's worth of meals.
 - Donations available online at www.mowsatx.org, Venmo or Cash App – user name is "mowsatx" for both platforms.
 - Meal delivery volunteers are needed to safely drop off freshly prepared meals. Visit <http://bit.ly/satxvolunteer>, email Casey at caseyp@mowsatx.org or call us at (210) 735-5115.
 - Holiday meal [delivery volunteers](#) for Thanksgiving and throughout January needed
- Visit <http://www.mowsatx.org/coronavirus> or www.mowsatx.org for updates

CURRENT COURSE OF ACTION – MEAL DELIVERY MODIFICATIONS

- **Weekly Delivery Changed**
 - Shift in meal format: deliver to each client twice a week
 - Mon./Tues. deliveries will receive three chilled meals and extra food as available
 - Wed./Thurs. deliveries will receive three chilled meals
 - No hot meals, beverages, or fresh fruit at this time
 - All volunteer delivery routes are picked up at the Babcock office (4306 NW Loop 410, 78229) or Nacogdoches office (M/W only; 13420 Nacogdoches, 78217)
 - Volunteers will come through a drive-thru pick-up line, be temperature checked and provided with a mask and sanitizer as needed
 - Those delivering meals are instructed to report back to Meals on Wheels if there is a client concern observed during delivery
- **Reason for Change:** to ensure everyone receives meals in a way that safeguards the health of clients, volunteers, and staff
 - Ensures MOWSA can deliver with a minimum amount of people since volunteers may have to cease deliveries
 - Majority of volunteers are 60 years or older, so many may need to opt out
 - Employees from organizations that typically deliver may be working remotely and distribution sites were closed
 - Staff preparing for longer routes with 25 people delivering instead of 200 people
- **Partnerships/Support**
 - [Chef Johnny Hernandez](#) and the La Gloria culinary team are making extra meals for MOWSA out of the La Gloria restaurant
 - La Gloria team provides 6,400 meals per week to supplement MOW's production
 - La Gloria is producing meals with minimal costs to MOWSA
 - Chef Johnny was inspired to serve at-risk seniors and help La Gloria staff remain employed through this collaboration
 - City of San Antonio Senior Centers
 - MOWSA began serving 28 of the COSA Senior Centers with to-go catered meals on January 4, 2021
 - Since operations began, 200 people have signed up as Senior Center members since the start of operations
 - Centers currently operate as a drive thru, with all meals provided in a frozen format
 - Approximately 3,000 residents pick up meals through this program
- **New Client Inquiries** – Meals on Wheels are screening potential new clients are screened over the phone and signed up for meal service as quickly as possible.
 - Over 2,691 new clients added since March 16, 2020
 - Just under 4,000 clients now receiving regular meal delivery
 - Approximately 7,200 total clients receive meals daily from MOWSA
 - Healthcare organizations are encouraged to refer potential clients for service

- **Volunteers Remain Vital**
 - **Meal Delivery Support | In-Person:** An increase in COVID-19 cases means new clients and an increased need for volunteers to deliver meals. Seniors in our community who were already at risk of isolation-related depression are suffering from the lack of human contact more than ever. Meal delivery volunteers are needed to safely drop off freshly prepared meals and make a real difference in the lives of elderly or disabled neighbors who would appreciate a visit. Deliveries are no-contact and follow safety recommendations by health officials. Volunteers may select the area of town they prefer to deliver in. We'll provide sanitizer, masks, the meals, a drop off list and extra smiles for all our volunteers! For more info or to inquire about volunteer opportunities, visit <http://bit.ly/satxvolunteer>, email Casey at caseyp@mowsatx.org or call us at (210) 735-5115.
 - **Meal Delivery Support | At Home:** People can support meal delivery by helping to raise funds for the organization. Ways to support are sharing MOWSA donation request social media posts, creating their own post with the [MOWSA website link](#), starting a [Facebook fundraiser](#), sharing the Venmo and Cashapp giving opportunities to username “mowsatx”, or sending emails asking friends and family to [give online](#).

- **AniMeals Pet Food Donations:** Dog and cat pet companions of MOWSA clients are in need of food supplies. Donations are requested via the [AniMeals Amazon Wish List](#). Or donations of new bags or cans of pet food can be dropped off at Meals on Wheels, 4306 NW Loop 410, M-F from 8 a.m. – 2 p.m.

ABOUT MOWSA

[Meals on Wheels San Antonio](#) was established in 1977, in conjunction with Grace Place Alzheimer’s Activity Centers. Through public-private partnerships, Meals on Wheels San Antonio volunteers and staff visit more than 3,800 clients' homes in Bexar, and surrounding counties, each weekday to deliver more than a meal. In 2020, 1,130,108 nutritious meals were delivered in our community. Through a variety of services, Meals on Wheels supports at-risk, isolated clients by providing them nourishment, independence and care that enables them to stay safe and comfortable in their own homes. For more information, visit mowsatx.org or follow them on Facebook at @mowsa, or Instagram and Twitter at @mowsatx.

STANDARD SERVICES

Meals on Wheel San Antonio primarily serves seniors but has expanded to support at-risk, isolated clients from all walks of life by providing them the nourishment, independence and care unique to their program. Service offerings include:

- Nutritious, Home-Delivered Meals
 - Hot, lunch-time meals: delivered 5 days/week between 11 a.m. - 12:30 p.m.
 - Breakfast meals: additional service; based on client need
 - Weekend meals: additional service; based on client need
- [Emergency Meals](#)
- [Senior Center Meals](#)
- [Dietary Consultations](#)
- [AniMeals](#)
- [Friendly Visitor Program](#)

- [Comfy Casas](#)
- [Grace Place Alzheimer's Activity Center](#)

OUR CLIENTS

The MOWSA client services team assesses each request or referral for service. Clients are:

- Seniors
 - Typical client profile: 60+ years, widowed female
 - Includes 12 clients who are 100+ years of age
- Veterans
 - Approximately 850 clients
- Other Needs
 - Medical: ex. multiple sclerosis, cancer, PTSD, high-risk pregnancy, disabled
 - Lacking emotional/physical resources: family/friends nearby to help, physical ability to shop for themselves and/or stand adequately to cook

FOR MORE INFORMATION

- [MOWSA Website](#)
- [Facebook](#), [Twitter](#), [Instagram](#), [YouTube](#), [LinkedIn](#)
- Call 1-866-80-MOWSA

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