

Delivery Logistics: Questions to Consider

Who will deliver the meals?

- Paid staff, volunteers, or both!
- Note: scheduling software can help ensure adequate staffing.

How do I train and direct my staff?

- Determine the how/where/when and try to plan for multiple sessions.
- Offer a ride along experience for new drivers.
- Create training videos for your program as a time management strategy.
- Provide driver instructions on paper or via apps.
 - Use apps that can help streamline communication, providing driving directions and special instructions for participant deliveries as well as reporting changes in condition.
 - If these systems are used, it may also be helpful to have instructions printed for the delivery drivers to reference while they are on a route.
- Provide time and temperature requirements for meals and deliveries.
- Be sure drivers have the appropriate contact information in the case of a question or emergency.

How do I keep my food deliveries safe?

- Drivers should be trained in basic food safety principles, such as through a program called Food Safety on the Go
- Try to create the shortest routes possible.

- Many programs report using route optimization software, like ServTracker, ZippyMeals, BringFood, Route4Me and even Google Maps.
- Temperature checks are needed before and at the end of the route.
- It is also important to have drivers record their pick-up and delivery times in the case of any audits.

How can I make sure my meals are safe and high-quality during and after transit?

- Ask yourself if the meal will “travel” well – will breaded items become soggy, for example?
- Develop systems for clear and accurate labeling of special meals, like choice menus or therapeutic diets, to ensure they are provided to the right individual.
- Use a thermal box or bag for transport to keep the foods at the appropriate temperature and log your temperatures.
- Package foods appropriately! For example, soup may need to be in a special spill proof bowl. Hot foods will need to be kept separate from cold foods.
- Imagine you are the participant. How would you prefer the meal to look and taste?
- Ensure meals spend a limited amount of time in transit before they are consumed.

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