

Clemson Meals on Wheels Operating Procedures

Updated: August 5, 2026

P.O. Box 1415, Clemson, SC 29633

From: Clemson Meals on Wheels Board

Purpose: The purpose of this document is to promulgate general Operating Procedures for the Clemson Meals on Wheels' community service of providing nutritious weekday meals for Clemson neighbors in need.

Note: If any Clemson Meals on Wheels (CMOW) volunteer has a proposed change/update to this document, please contact our Communications Coordinator, Nancy Tompkins (nancytompkins@gmail.com; 864-710-4423), who is responsible for making all changes to this document. This document can be accessed on the CMOW website, www.clemsonmealsonwheels.org, under the password-protected menu item "DRIVERS INFO" (password: "Wheels").

Driver Responsibilities

1. The State of South Carolina requires all drivers to have a valid operator's permit and liability insurance. In furtherance of this law, and Clemson CMOW's insurance requirements, CMOW must maintain a copy of each volunteer driver's operator's permit and proof of insurance card. To meet this requirement, if you haven't already, please email or text the Driver Coordinator, John Hoag, a copy of your license and proof of insurance card (jhoag293@gmail.com/864-533-3044). Drivers are also required to execute a waiver of CMOW liability for any injuries, damages, or loss sustained while participating in CMOW activities (e.g., auto accident, slip, fall, etc.)
2. Drivers pick up meals at the Ingles Deli located at 854 Old Greenville Hwy, Central, SC. Meals are prepared by the Deli and are available for pick-up at 11am, Monday-Friday. The Deli personnel label each meal box with the recipient's name and route number. Meals must be picked up by 11:30am.
3. Be sure to take your recipient information list with you when you proceed to the Deli area so that you can address any special needs of your recipients (e.g., diabetic, beverage/fruit preference or other special instructions, such as allergies, etc.). If you don't use a hard copy of your recipient listing, you can always pull up that information on your phone by going to CMOW's website and clicking on the orange, 3-line menu icon at the top right of the main page, then click on the password-protected DRIVERS INFO portal on the menu (password: "Wheels"). Alternatively, you can scroll down to the very end of our website and click on the "DRIVERS INFO" portal (password "Wheels").
4. Important: please do not ask Deli personnel for recipient information which you can access yourself.
5. Before leaving Ingles, drivers should verify a meal for each recipient on their route and check that each meal includes a fruit, beverage, and dessert (If recipient is diabetic, no dessert unless sugar-free.) Also, check the expiration date on the beverages, yogurt, etc. If the expiration date precedes your delivery date, notify the deli and ask for unexpired product. Don't forget *The Journal* newspaper (offered Tuesday-Friday only) for each recipient.

If you believe there is an issue regarding the containerized food on the CMOW rack, or the fruit, drinks or other food items on the table regarding quality, quantity, etc., please notify:

Mattie Jain for nutrition issues (704 614-0575)

Jane LaGrone for non-nutrition issues (704-578-5902).

Important: CMOW drivers are not authorized to venture into the various store departments to replace or supplement food items or drinks for your deliveries.

6. If there are any concerns about the content of the meals, contact our acting Nutrition Coordinator, Mattie Jain for nutrition issues (704 614-0575).
7. When delivering the meals, if a recipient fails to respond to your knocks on the door and your “Meals on Wheels” salutation, after waiting a reasonable period, proceed as follows:
 - (a) Call the recipient if a phone number is provided for the recipient in this document;
 - (b) If the recipient’s phone number is not provided, or goes unanswered, call the recipient’s POC (person of contact) at the number provided in this document under the recipient’s name;
 - (c) If the POC’s phone number is not provided or goes unanswered and you have concern that the recipient is not answering because of a health or safety issue, notify your Route Captain immediately. Otherwise, consider leaving the meal with a neighbor or dispose of the meal at your own discretion and notify your Route Captain of the non-delivery. Under no circumstances should drivers leave a meal at the door step.

Note: If a recipient (or driver) has any concerns about a meal or other related issue, please be sure to share the concern with your Route Captain;

8. Importantly, if a driver is unable to deliver on his/her scheduled delivery date, that driver is principally responsible for securing a substitute driver. The procedure for finding a substitute driver is as follows:
 - (a) First, contact your route’s substitute drivers or other regular drivers and see if they could cover for you. Contact information for all regular and substitute drivers is included in at the end of this procedure document. Be sure to notify your Route Captain when you have secured a substitute driver so that the substitute can be notified of any last minute changes.

Note: Drivers are encouraged to cultivate relationships with other drivers on their route so that they can help each other, when needed.
 - (b) If a driver exhausts his/her efforts to secure a substitute driver, the driver should notify their Route Captain, who will then assist in finding a substitute. Be sure to debrief the Route Captain on your efforts in order to avoid any duplication of efforts.
 - (c) After securing a substitute driver, it is always helpful to send out a “reminder” to your substitute a day, or so, before the delivery date.
9. If a recipient notifies a driver that he/she will not require a meal on a specific day, the driver should notify the Recipient Coordinator or Driver Coordinator;
10. The Recipient Coordinator is CMOW’s main contact person with the Ingles Deli manager. Therefore, drivers should refrain from distracting Deli personnel from their normal duties unless they have a health/safety concern about the meal being prepared that day (e.g., a food item expiration date precedes the delivery date, or a food item shortage). Any other issues should be directed to the driver’s Route Captain;
11. Drivers should report any vehicle accidents occurring while making their deliveries to their Route Captain, who, in turn, should notify the Driver Coordinator;

12. CMOW provides cost free meals to all of our recipients irrespective of their financial standing. We do, however, encourage our recipients to help defray our meal cost by making donations to CMOW if they can afford to do so. Donating is easy and can be done online through our secure website (www.clemsonmealsonwheels.org/donate) or by sending a check to our treasurer at P O Box 1415, Clemson, SC 29633. Their donations are tax deductible and they will receive a receipt for their tax records. When deemed appropriate, please share this information with your recipients.
13. Finally, if you know of anyone who has expressed an interest in delivering for CMOW, please share that information with our Driver Coordinator.

Route Captain Responsibilities:

Route 1: Naresh Jain, 704-516-1086, drjain537@gmail.com

Route 2: Ron Gantt, 864-710-8741; 864-654-4222; gantt@bellsouth.net

Route 3: John Hoag, 864-533-3044, jhoag293@gmail.com

Route 4: Jack Currie, 864-275-4116; Jalfredcurrie@gmail.com

Route 5: John Hoag, 864-533-3044, jhoag293@gmail.com

1. Share all relevant route information with your route's regular and substitute drivers;
2. Ensure your regular and substitute drivers understand that any relevant feedback/requests/changes from a recipient is reported to their Route Captain;
3. Report any relevant recipient feedback/requests/changes to the Recipient Coordinator and/or Driver Coordinator, as appropriate.
4. Report any recipient health/safety issues to the Recipient Coordinator.
5. Notify regular and substitute drivers and Recipient Coordinator when a recipient advises that they will not require a meal for whatever period (e.g., doctor's appointment, travel, hospitalization, etc.).
6. Notify the Recipient Coordinator if you learn that a recipient did not receive a meal despite being at his/her residence at normal delivery time.
7. Keep our CMOW Communications Coordinator, Nancy Tompkins (nancytompkins@gmail.com, 864-710-4423) updated on any known change in a driver's, substitute's, or recipient's contact information so that the information on the website is kept up to date;
8. Assist route drivers in securing substitute drivers, as necessary.
9. Report any delivery vehicle accidents to Driver Coordinator.
10. Be accessible to your designated phone listing between noon and 12:30pm to coordinate any last-minute need for a substitute driver.

Driver Coordinator Responsibilities (John Hoag, 864-533-3044, jhoag293@gmail.com)

1. Receive and review new volunteer applications submitted via the CMOW website.
2. Interview all volunteer driver candidates (via phone or email), and coordinate orientation delivery runs with regular drivers;
3. Assign new regular and substitute drivers to specific routes and notify CMOW Communication Coordinator of route assignment so that the online document will be updated.
4. Assign new recipients to a specific route; notify drivers and Route Captain of the new recipient; notify Recipient Coordinator of route assignment;
5. Coordinate the transition of substitute drivers to regular driver positions;
6. Ensure all drivers have familiarized themselves with the CMOW Operating Procedures;
7. Receive & maintain copies of all drivers' licenses, insurance cards and liability waivers for all drivers;
8. If the Recipient Coordinator or Deli Manager notifies you that meals for a particular route have not been picked up by noon, contact the scheduled driver and/or the Route Captain to determine why the meals were not delivered and, if necessary, assist in arranging for a substitute driver to make the deliveries that day, however late;
9. Report any meal-related or recipient health/safety issues to the Recipient Coordinator;
10. Notify the Communication Coordinator (nancytompkins@gmail.com, 864-710-4423) of all changes related to new drivers and driver assignments so that the information on the website can be updated.

Note: It is helpful to reference the online Driver's Information document from time to time to double check for accuracy. Coordinate directly with the communications Coordinator if you identify a need for change.

Recipient Coordinator Responsibilities (Jane Lagrone, 704 578-5902; jane.lagrone@gmail.com)

The Recipient Coordinator is the primary communicator with the Ingles deli manager and store manager. Principal responsibilities include:

1. Notify Ingles Deli of all new recipients, including name, route, whether diabetic, and any special instructions;
2. Notify Ingles Deli, the Driver Coordinator (jhoag293@gmail.com, 864-533-3044), and the Communications Coordinator (nancytompkins@gmail.com, 864-710-4423) of any recipient cancellations or temporary suspension of service (e.g. hospitalization);
3. Notify Ingles Deli, the Driver Coordinator, and the Communications Coordinator when recipients will not require a meal on a particular day (e.g., doctor appointment);
4. If the Recipient Coordinator is told by a deli representative that meals for a particular route have not been picked up by noon, notify the Route Captain and/or Driver Coordinator. (The Driver Coordinator will then attempt to call the regular driver and/or Route Captain to determine why the meals were not delivered and, if necessary, assist in arranging for a substitute driver);
5. Upon notice, advise recipient's POC (person of contact) and, when appropriate, local/state agencies regarding possible health or safety issues.

Prior to any such communications, include a notification to the Board Chair.

6. Generally, report any changes pertaining to recipients to the Communications Coordinator so that the change(s) can be made on the Recipient Information List which the Communications Coordinator updates online and shares via print copy with the Deli Manager. Send a cc: also to the Driver Coordinator, so that Drivers can be informed and changes noted.

Note: *It is helpful to reference the recipients' data online from time to time to double check for accuracy, especially in a week when lots of changes have taken place. Coordinate directly with the Communications Coordinator if you identify a reporting error that needs correcting.*

Chair Responsibilities (Naresh Jain, 704 516-1086; drjain537@gmail.com)

Vice Chair Responsibilities (*Bill Carraway*, (864--650-4434; carrawwh@bellsouth.net)

Secretary Responsibilities (*Kaye Carraway*, 864-650-2849; camping@bellsouth.net)

Treasurer Responsibilities (*Nancy Tompkins*, 864-7104423; nancytompkins@gmail.com)

Communications Coordinator Responsibilities (*Nancy Tompkins*, 864-7104423;
nancytompkins@gmail.com)

Publicity Coordinator (*Carolyn Briscoe*, 864-506-0763; carolyn93035@gmail.com)

Outreach Coordinator Responsibilities (*Laura Kozlarek*, 864-650-2545,
laura@kozlarekfamily.com)

Nominations Chair Responsibilities: (*Paula Eversole* (864-654-6069; eversolea@bellsouth.net) &
Helen Wooten, 864-888-5562; helenwooten@bellsouth.net)

Nutrition Responsibilities: (*Mattie Jain*, 704-614-0575; mattiejain72@gmail.com)

Clemson MOW Board 2026-2027

Naresh Jain (*Chair & Screening*): 100 Sweetheart Nook, Pendleton 29670-2004; 704 516-1086; drjain537@gmail.com

Bill Carraway (*Vice Chair & Screening*): 309 Monaco Cir, Clemson 29631; 864-650-4434; carrawwh@bellsouth.net

Kaye Carraway (*Secretary*): 309 Monaco Cir, Clemson 29631; 864-650-2849; camping@bellsouth.net

Nancy Tompkins (*Treasurer & Communications Coordinator*): 306 Bent Oak Ln, Central 29630; 864-7104423; nancytompkins@gmail.com

John Hoag (*Driver Coordinator*): 302 Loran Point, Seneca 29672; 864-533-3044; jhoag293@gmail.com

Jane Lagrone (*Recipient Coordinator*): 304 Bent Oak Ln, Central 29630; (704) 864-578-5902; jane.lagrone@gmail.com

Carolyn Briscoe (*Publicity*): 108 East Brookwood Dr, Clemson 29631; 864-506-0763; carolyn93035@gmail.com

Laura Kozlarek (*Outreach Coordinator*): 864-650-2545, laura@kozlarekfamily.com

Paula Eversole (*Nominations*): 109 Fort Rutledge Dr, Clemson 29631; 864-654-6069; eversolea@bellsouth.net

Helen Wooten (*Nominations*): 1120 Fort Rutledge Rd, Clemson 29631; 864-888-5562; helenwooten@bellsouth.net

Mattie Jain (*Nutrition*): 100 Sweetheart Nook, Pendleton 29670-2004; 704-614-0575; mattiejain72@gmail.com

Deana McEntire: 125 Fort Rutledge Rd; 864-650-3321; d1m4tigers@gmail.com

Danny Vaden: 806 E Main St, Seneca 29678; 864-650-2893; dannyvaden@gmail.com

Robert Gage: 703 Loran Pointe Cir, Seneca 29672; 864-630-1874; rgage@gmail.com

Terry Long: PO Box 1344, Clemson 29631; 864-423-0926; lockman70@gmail.com

Barbara Clark: 100 Satula Ln, Clemson 29631; 864-506-5916; barbaraclarksc@gmail.com

Bill Cato: 149 Falling Springs Rd., Central SC 29630; 864-207-8765; billcato@bellsouth.net

** If no City, State listed for address, assume Clemson, SC 29631; if no area code, assume 864.*