



# F.I.S.H.

of Hopewell Valley

F.I.S.H. has been the "Meals on Wheels" provider for Hopewell Township and the boroughs since the early 1970s. It is a network of volunteers from all walks of life – retirees, mothers with small children, employees of local businesses, teachers/students during the summer - all quietly providing a warm meal, **a ride to the doctor**, a friendly smile.

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## Help is always needed

- Most F.I.S.H. volunteers help out once or twice a month by -

**Delivering meals** made each weekday at 11:00 by the Pennington Market (delivery time – 1 to 2 hrs),

**Driving someone** to a doctor appointment,

**Answering F.I.S.H. calls** (the F.I.S.H. phone number is call-forwarded to their home, or cell phone for the day).

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**Give it a try – join with a friend!**

F.I.S.H. (Friends In Service Here)

Serving the Hopewell Valley for over 30 years

**For more information: 737-9123**

## **TO FISH VOLUNTEERS** - an overview to let you know how we work.

Our group provides services for the Hopewell Valley area covering Hopewell Borough, Pennington, Titusville and all of Hopewell Township including the Brandon Farms area. What we are able to do depends on the willingness and availability of our volunteers. Each weekday we have two scheduled drivers, one to cover the Hopewell area and the other to cover the Pennington area. FISH drivers deliver meals and/or help people with rides to doctor appointments. We also have one volunteer phone dispatcher each weekday to answer call requests for meals and transportations, and to set up the driving schedule for the next day. The FISH phone number, **737-9123**, is Call Forwarded each day to the home phone of that day's volunteer dispatcher. FISH is an all volunteer non-profit group and is funded solely by charitable donations.

### **DRIVERS**

Our volunteer drivers drive on a regular basis one or two days each month - some do both meal delivery and doctor appointment transports, and some do meals only. For example: Bob J. is **First Tuesday**, so the first Tuesday of every month is his scheduled day to drive. If for some reason he knows he won't be able to drive on his day, he calls someone from the Driver List and arranges to switch days for that month. He then calls the FISH number to let the dispatcher know about the change so that it can be noted in our Master Books.

On the day before a driver is scheduled to drive, the dispatcher will call to give the driver information about their driving day - which meals need to be delivered and what transportations are scheduled. If there are transportations, the driver then needs to call the person needing the ride, to arrange pick up time and place.

Meals are prepared for us at the Pennington Market. Each weekday at 11:00, the two scheduled drivers go (separately, in their own cars) to the Market kitchen ( behind the deli counter) to pick up one hot meal plus soup and one bagged cold meal for each of the people receiving meals that day. Our clients pay \$5.50 a day for their meals, which are subsidized by the Market. (If a client cannot afford to pay, we find ways to cover the cost.) The hot food is transported in insulated carriers provided by FISH. Right now our drivers are each delivering anywhere from 4 to 12 meals depending on the day of the week.

### **DISPATCHERS**

Our dispatchers also volunteer one day each month. But, unlike the drivers, dispatching schedules change each month. New dispatch schedules are made every three months. Before a three month period is scheduled, each dispatcher is consulted about which days would be better for them. Like the drivers, if a dispatcher is unable to work on their scheduled day they should check their Dispatching Schedule and arrange to switch days with another dispatcher. Calls then need to be made to relay the switch information to the Master Books and the Call Forwarding service.

On their dispatching day, a dispatcher's job involves recording all requests for transportations, meals information, driver and dispatcher switches, etc. in the Master Book. They also call the next day's drivers to inform them of their driving schedule. Substitute drivers must sometimes be called to accommodate some of our transportation requests. There are two Master Books - one stays in the Hopewell area and is passed from dispatcher to dispatcher, and the other stays in the Pennington side of the township. At the end of each dispatching day the dispatcher must relay all information from their day to the other Master Book.

### **SUBSTITUTE DRIVERS**

Substitute drivers are another much needed group in the FISH organization. If a transportation request comes in and the regular driver is unavailable, the dispatcher tries to find a substitute driver to cover the new transportation. We have a list of people who volunteer to drive on an occasional 'as needed' basis - some are regular drivers or dispatchers doing double duty and some are substitute drivers only. The dispatcher's job is to call people from this list to find an available driver for that transportation.

If you ever have any problems or questions, please feel free to call:

FISH dispatcher - **737-9123** (a different volunteer each day)

Pennington Coordinator- volunteer needed

Hopewell Coordinator- Connie Dixon 466-3807

Meals Coordinator- Jane Petrie 737-1468