



Welcome Volunteer!

You are one of the most important parts of our organization and we want to make volunteering for MOW as pleasant and rewarding as possible. Included in this booklet is information that we think you will find helpful. Should you have any further questions or comments, after reading this guide, please do not hesitate to contact us.

Mission Statement

Meals on Wheels delivers hot, nutritious lunchtime meals Monday through Friday to residents of the Charlottesville/Albemarle area on a temporary or long-term basis. We serve any resident who is unable to prepare nutritious meals and who has no one to help them with meal preparation. Our goal is to provide not only appetizing nutritious food, but also daily social contact to people who are hungry and living alone.

About our Program

Eligibility to receive meals is based solely on medical necessity. Any person who is physically or mentally unable to prepare meals for her/himself, and who has no one there to help, is eligible.

While some clients pay for their meals, the vast majority of meal recipients receive meals paid for with donations and community contributions made directly to Meals on Wheels. Meals on Wheels receives minimal state or federal funding for our operating budget. Instead, we rely almost exclusively on contributions from local businesses, organizations and individuals.

We currently serve over 275 meals each weekday, which amounts to approximately 65,000 meals annually. Our organization was started in 1977 by four church members in a church basement. They began with four drivers serving 16 clients a day.

Menus and Diets

Our food is prepared by Morrison's, a professional commercial catering company, in the main kitchens at UVA.

We operate on a three-week menu rotation and offer our clients a choice of several different diets in order to suit their specific medical needs. The menus are approved by a registered dietician.

Volunteer Opportunities

Our volunteer positions consist of weekly route drivers, substitute "on-call" drivers, shuttle drivers, and weekly packers. We have a volunteer Board of Directors and volunteer-staffed committees working on special projects. If you would like to help Meals on Wheels in the areas of volunteer recruitment & training, fundraising, or special events planning, please contact us. We will gladly take advantage of your talents!

Please check the monthly Volunteer Newsletter and MOW message board for any special event information.

Finally, we ask for your help in spreading the word about MOW! If you belong to a church, business, or civic group, we encourage you to ask your co-workers or members to get involved with Meals on Wheels.

Scheduling of Volunteers

Each day we need at least 36 volunteers to staff our operation. Meal Packers should arrive at their designated time to ensure deliveries go out in time. We ask all drivers to pick up meals between 10:30 – 11:00. Shuttle and Early Route drivers should arrive at MOW at 10am to pick up meals.

If you are running late, please call the Volunteer Manager. Please give as much advance notice as possible (preferably at least two days) if you are not able to drive your assigned route. Notifying us well in advance of your absence is always important. It is best to log into the Volunteer Portal and request a substitute for any dates known in advance.

If you must cancel on the day you are scheduled to drive, please email or call the office no later than 8:30am.

Please note that we do deliver on all holidays that fall on a weekday.

If you are scheduled to drive on a holiday, and unable to do so, please inform the Volunteer Manager well in advance.

Routes

Regular weekly drivers are assigned the same route each time they drive. Routes typically have 3-12 clients assigned to them. Routes change frequently as clients are added or dropped. When we have added a new client to your route we will provide you with an update by email. It is important to take your route sheet each time with any updated clients or instructions.

Please contact our office if the mapped location or written directions to any home are in need of revisions.

Substitute drivers are called to fill-in when routes are open or when weekly drivers are unable to drive.

Route Sheets

Each time you deliver meals, you will receive a dated route sheet listing the names and addresses of all recipients on the route. Please check this list before you leave, in case you have questions regarding a client's address or special instructions. Route sheets include the following information:

Names and addresses of all clients
Driving directions and tips how to locate their homes
Special delivery instructions
General messages for volunteers

Please check the meals in your meal carriers against your route sheet to make sure you have the correct number of meals in both the hot and cold bags.

Please note that other items may be included with your meals to also be delivered. These items may include birthday gifts, pet food, seasonal gifts, magazines & library books.

Carriers

Meals are packed in insulated carriers to keep them at the proper temperature during delivery; one for hot meals and one for cold meals. Each carrier has a route number attached to the zipper. Look for the two carriers with your route number attached. Check to verify that your name is on the route slip.

We ask that you return the carriers after you finish delivering your route. If you cannot return the carriers immediately after the route, kindly return them before 9:30am the next day.

You may provide your own carrier bags if you do not wish to make a return trip after your route. The bags must be able to be closed by a zipper and must be insulated. The use of plastic beverage coolers is also acceptable.

Delivery Etiquette

When delivering meals to our clients, please knock loudly and then wait for a few minutes. You can announce that you are from "Meals on Meals" and have a delivery. Many of our recipients will be slow getting to the door as they may be in wheelchairs. Address each person by name and speak clearly and in a volume appropriate to the needs of the client. Some recipients do not hear well or are easily confused. Please be patient and courteous with them.

If the client appears confused, remind them that you are with Meals on Wheels and that you have brought them a meal. Small talk about the weather or about family photos that you see in the front room may help to reassure them.

Friendly conversation is a hallmark of our service. You may be the only person they will see all day and your visit may be their primary social contact. We do, however, ask that you govern the length of any conversation with a client. Just remind them that you have other meals to deliver.

If No One Answers

If a client does not come to the door, we have two methods of leaving their meal for them. The first is to look for a cooler outside their door and to **leave the meal inside the cooler with the frozen ice pack on top of the food.** However, if a cooler is not available, your second choice is to hang the meal on a door knob inside a plastic grocery bag. Do not enter a recipient's home without their knowledge or consent.

If yesterday's meal is still waiting outside the door, please discard it, leave that day's meal and then call our office immediately.

At the end of your route please call our office to let us know which recipients did not come to the door. Our staff will contact the client or their emergency contact person to check in on them.

Please call us if you learn that a client has been admitted to the hospital, has moved or if you learn that the client no longer needs our meals.

Non-Emergency Concerns to Report

If you feel that a recipient needs additional services, please call the office and let us know your specific concerns. Be sure to call us if you notice any of the following:

- Drastic or rapid deterioration of the client's physical or mental capabilities.
- Anything that makes you suspect physical or mental abuse.
- Unsafe housing conditions that might result in an accident.
- Requests for extra assistance of any kind, or an obvious need of extra assistance.

Do not hesitate to call if you have a concern or question about a client. We will pass this information along to the appropriate person or agency. Please keep in mind, however, that we cannot force a recipient to accept help except in extreme situations. Also, sometimes clients will refuse help, even if it is for something they have complained to you or other drivers about.

Emergency Situations

If you should find yourself in an emergency situation where a recipient is injured or ill and needs immediate medical attention, CALL 911.

Then call the Meals on Wheels office to report the situation.

Performing first aid is not a part of your duty as a MOW volunteer.

We do not recommend that you attempt any type of first aid unless you are qualified.

However, should you *choose* to offer some type of first aid or assistance, please keep in mind the following information from the American Red Cross:

- You should know that there are blood-borne diseases such as hepatitis and HIV/AIDs and airborne diseases such as influenza. Adopt practices that discourage the spread of disease when performing first aid.
- Although it does not happen often, several blood-borne infectious diseases can be transmitted through direct contact between the blood of an infected person and sores or open cuts on your skin or in your mouth.
- To reduce the risk of being infected when you attempt to control bleeding, use some sort of barrier, such as several dressings, latex gloves, or a piece of plastic wrap between you and the victim's blood if possible.
- Wearing latex gloves helps avoid having your skin come in contact with other body fluids. Always wash your hands or use hand sanitizer as soon as you can after giving first aid.

Once again, it is not your role as a MOW volunteer to perform first aid. We ask that you call 911 in emergencies and then call the MOW office for further assistance.

Confidentiality

During the course of your volunteer work with MOW, you may learn certain facts about clients that are of a highly personal and confidential nature, e.g. medical condition, living arrangements, finances, and familial and other relationships. Please understand that all such information must be treated as completely confidential and that any breach of confidentiality is NOT consistent with the MOW mission. Please be discreet and discuss confidential information only with those who also work with MOW, and then only to ensure proper care. Feel free to ask a staff member questions regarding issues of confidentiality.

To ensure that our client names and addresses remain confidential, return your route sheet inside one of your bags so that we can shred them.

Miscellaneous Notes

Please consult your tax preparer regarding any tax- deductions you might be eligible for through your Meals on Wheels volunteering.
Your own personal health and auto insurance will be your primary coverage should anything happen during the course of your work as a Meals on Wheels volunteer.
Please report any concerns you have, about a client or something that happened to you personally while volunteering, to the Meals on Wheels staff. We want to provide the best service possible...not only to our meal recipients, but also to our volunteers.
There is a reciprocal relationship between agency and volunteer regarding termination of the relationship between said parties.

Staff

Our office hours are 9:00 am to 1:00 pm Monday through Friday and our telephone number is **434-293-4364**. Please leave a message on our answering machine at any time and we will return your call as soon as we are able. You may also email the following of our administrative staff:

Robin Goldstein, Executive Director
robin@cvillemeals.org

Hailey Peterson, Assistant Director
assistantdirector@cvillemeals.org

Joanne Smith, Volunteer Manage
volunteer@cvillemeals.org

Susan Morville, Client Manager
susan@cvillemeals.org

We are always happy to hear any feedback, ideas, or suggestions that you might have and to answer any questions.

**Thank you so much for becoming a
Meals on Wheels volunteer!**