

# Meals on Wheels of Greater Lynchburg

# VOLUNTEER HANDBOOK

rev Apr 2016



## Basic Information & Resource Guide

**Thank you for your contributions of time, fuel and support to help our neighbors in need.**

### **Pick-up / Delivery Times**

If your route originates at:

#### **Virginia Baptist Hospital**

- Please arrive at **11:30**
- Use Vassar Street entrance. Continue straight at intersection.
- Park between English building and hospital, loading docks on Left.
- Enter door next to loading dock. Elevator is on right. Take to next floor to kitchen.

#### **Canteen Vending Services**

- Please arrive between **10:15 & 10:45**
- Canteen is located at 3224 Odd Fellows Road past DMV
- Remember, for safety concerns, please **do not step on or off** the dock.

#### **All routes:**

- If you are delayed, please call the office at 847-0796 and let them know when you can be expected.
- Pick up a new route sheet each day (even for familiar routes). This will have accurate, current information should you need to make phone calls.
- Each route should take approximately 1 1/2 to 2 hours to deliver.

### **If you are unable to deliver**

- Notify your route coordinator (if you are part of a group).
- Call the office (if individual volunteer). This will allow us to find a substitute for you.
- Delivery Schedules are distributed in the Fall for the following year. Please mark your calendar for the whole year to avoid conflicts. We appreciate your attempts to find a substitute.

## **If the Recipient is Not at Home**

- Give the meal recipient plenty of time to get to the door. Many are very slow or hard of hearing.
- Try the phone number on the route sheet then call the office if you cannot get a response.
- Leave the **yellow** door hanger on the door to let them know we have attempted to deliver the meal and call the office to notify us that they are not home.
- If a cooler **with ice** has been left, you may leave the meal inside if there is a notation on your route sheet.
- If there are alternative instructions on the route sheet, please follow them.

## **When you are done**

- **Report any unusual circumstances or concerns** to the office. We will refer to the appropriate agency or inform family members as required.
- If you borrow a cooler from Meals on Wheels at Canteen, please return it to the Canteen location as soon as you are through.
- Discard old route sheets appropriately at the end of each delivery since they do contain contact information.

## **In an Emergency**

**Car Trouble**—If you have car trouble and cannot continue on your route, call the office at 847-0796 and someone will come to help you.

**Client Emergencies**—Meals on Wheels serves the frail elderly. At some time in your delivery you may come upon a situation that requires immediate action.

- **Be Calm**
- **Reassure the client**
- **Call the Meals on Wheels office at 847-0796. We will call 911 as necessary. Someone will come out if you need us.**
- **Stay with the client until help arrives.**

## **Inclement Weather**

- If we are unable to deliver meals because of inclement weather, an announcement will be made by 7:30 a.m. on WSET - Channel 13 and [www.wset.com](http://www.wset.com).
- We will also update the message on the telephone answering machine at the office (847-0796) as to whether or not meals will be delivered.

## **Holidays**

- Meals are delivered on most weekday holidays. On Christmas day, Agudath Sholom Temple assists with delivering the meals so that staff and regular volunteers may spend the day with their families.

## **Medications**

- If asked, **you are not allowed to give medicine** no matter how harmless it may seem.
- Call the office, staff will then get in touch with the recipient's emergency contact person to assist them.

## **Additional Thoughts**

- We encourage volunteers to deliver in teams. It is more fun, and ultimately it is safer to deliver with a partner.
- Always be aware of your surroundings—the neighborhood, lobbies, stairwells, and any other potential issues. If you ever feel unsafe, call the recipient and ask them to come to the door, or call the office. Your personal safety is primary.
- If our route directions are in error, let us know; or if there is simply a better and safer way to deliver, we would be glad to hear from you.
- Some recipients have companion pets. If you ever have concern about the volatility of a pet, call the client to arrange to have the pet restrained at delivery time. If the issue is not immediately resolved, call the office.
- Please encourage members of your church, civic organization, your neighbors, co-workers, and friends to volunteer for us. Having some-

## **Keep in Mind When Delivering**

- **Food Safety is critical! Hot foods hot, cold foods cold.**
- If you need an insulated container call the office. We have ice packs available for your use.
- If you use your own container, please bring two, one for hot and one for cold items and keep them separate.
- Please keep containers closed and level to maintain the temperature of the meals and avoid spillage.
- **Check your route list.** Count meals, drinks, and desserts, so you have the correct number.
- Identify yourself as a Meals on Wheels driver, especially to new recipients. Be friendly and cheerful. You may be the only person that meal recipients see that day.
- Allow sufficient time for recipients to get to the door, many are hard of hearing or use walkers.
- Offer to help with the meals. Some of our recipients may need help opening the milk or the tray.
  - *However, should you feel uncomfortable, you are not obligated to enter a recipient's home.*
- Encourage the recipient to eat without delay and to discard or refrigerate leftovers.
- Only leave meals if a container with ice is left, or it can be put in the refrigerator.
- A friendly chat is almost as important as the meal, but do try and keep it brief; others are also waiting for their meals.
- Do not wear expensive jewelry, and lock your car.
- To ensure the health of our meal recipients, we encourage excellent hygiene practices in our volunteers, including proper handwashing; appropriate covering of coughs and sneezes; and vaccines when available and appropriate. Volunteers must not deliver if they are exhibiting cold- or flu-like symptoms. Please arrange for a sub.
- A complete copy of MOW Infectious Disease Policy is posted on the website.
- Remember, volunteer miles are tax-deductible.

## **Statement of Liability**

Meals on Wheels is not responsible for personal injuries or property damage suffered or caused by a volunteer in connection with his or her volunteer activities. ***Each volunteer is expected to maintain his or her own insurance covering these and other risks.***

All children under the age of 18 must have their parent's or guardian's permission before volunteering. It is understood that chaperoned groups have obtained the necessary permission from the child's parents or guardians before delivery.

Meals on Wheels does not perform background checks on meal recipients or volunteers.

## **Confidentiality Statement**

All volunteers must protect the privacy of all those we serve by maintaining strict confidentiality by not discussing clients and the nature of their health conditions with anyone except Meals on Wheels staff members.

## **Concerns Regarding Client Safety**

If you have any concerns about our meal recipients' safety or home situation, please contact the office and we will report concerns to the appropriate people or organizations.

## **Grievance Procedure**

Any problems or concerns should be addressed to the executive director and/or the volunteer coordinator.

# **Meals on Wheels of Greater Lynchburg**

**605 Clay Street  
Lynchburg, VA 24504  
mealsonwheelslynchburg.org  
434-847-0796**

Meals on Wheels is a service designed to improve the health of the elderly, disabled and ill people in this community. We also provide a community connection and reduce isolation for the homebound.

Our program allows people to:

- stay in their own homes
- maintain some independence
- avoid living in costly institutions

We provide:

- healthy meals that are heart- and diabetes-friendly, as well as special modifications to meet individual dietary issues.
- A safety net for those in need.

**We couldn't do it without you.**

**Thank You!**

*Meals on Wheels of Greater Lynchburg  
provides healthy meals,  
friendly smiles, and warm reassurance*

*Please leave this sign on the dashboard of your car when you are delivering.*

# MEALS ON WHEELS

