

Volunteer Orientation



To complete the orientation requirements, please do the following:

- Submit a completed application.
- Read all the information in this packet.
- Sign the Volunteer Agreement and Release from Liability.
- Sign the Physical/Mental Abuse and Sexual Abuse/Molestation Prevention Policy.

Return the Volunteer Agreement and Release from Liability, and the Physical/Mental Abuse and Sexual Abuse/Molestation Prevention Policy and a copy of your driver's license and proof of auto insurance to:

Dawn Stillwagen
Meals on Wheels of the Greater Lehigh Valley
1302 N. Sherman St.
Allentown, PA 18109

Mission:

Meals on Wheels of the Greater Lehigh Valley improves the health, well-being and independence of homebound seniors and adults with disabilities.

VOLUNTEER CODE OF ETHICS

Volunteers are the lifeline of our organization. You represent Meals on Wheels of the Greater Lehigh Valley in the community. Our mission is fulfilled through your dedication and service to clients. Meals on Wheels of the Greater Lehigh Valley is very grateful for your time and effort.

Performance

Volunteers are expected to conduct themselves in a professional manner, free of behaviors such as physical, sexual, or verbal abuse of clients.

Confidentiality

Volunteers are expected to maintain strict confidentiality regarding all client information. Any questions should be directed to Meals on Wheels of the Greater Lehigh Valley staff *only*.

Conflict of Interest

Volunteers are expected not to take advantage of clients for personal or financial gain and to not accept monetary gifts such as tips. Volunteers should not offer medical, legal or financial advice.

Judgments

Volunteers are expected to not judge living conditions of clients but to report any concerns to Meals on Wheels of the Greater Lehigh Valley staff immediately. Staff will take the appropriate action when client health and safety is at risk.

Respect Beliefs

Volunteers are expected to respect the political and religious beliefs of clients and not to impose any of their beliefs on clients.

VOLUNTEER GUIDELINES

1. Make sure to carry your cell phone at all times and **have it turned on.**
2. Notify the Volunteer Services Department of any changes to your personal information including changes to phone number(s), address or emergency contact(s).
3. Be prompt in picking up coolers. The departure times for our sites are as follows:

Allentown, Trinity Baptist Church, 689 Hillview Road: 10:15 a.m.

Allentown, Meals on Wheels office, 1302 N. Sherman Street: 10:00 a.m.

Bangor, Senior Center, Blue Valley Farm Show Building, 707 American Bangor Road: 10

Bethlehem, Wesley United Methodist Church, 2540 Center Street: 10:45 a.m.

Bowmanstown, St. Luke's Innovations, 512 Bank Street: 10:30 a.m.

Cherryville, Hope Lutheran Church, 4131 Lehigh Drive: 10:00 a.m.

Easton, Green Pond United Methodist Church, 4411 Green Pond Road: 9:50 a.m.

Nazareth, Drylands UCC, 4415 Newburg Road: 10:30 a.m.

Notify the office at 610-691-1030 as early as possible if you are going to be late or absent. Volunteers who fail to notify MOW of their unavailability more than twice will be moved from a regular route to substitute status. Since many of our homebound clients call on a regular basis, make sure to identify yourself as a volunteer when you call into the office.

4. If you know in advance that you are going to be absent, please log into the MOWScheduler to remove upcoming assignments. You may also mark the days you will be off on the unavailable days clipboard or an orange unavailable dates form located next to the daily route schedule at all sites.
5. Upon arriving at the pick-up site for meal delivery:
 - Check the daily schedule to confirm the route you are scheduled to deliver.
 - Get the binder for the route you are to deliver and review the stops. Keep in mind that even if you are delivering to a route that you delivered to before, there still may be changes in the clients receiving meals or in what they receive.
 - Check your route sheets for skips.
Next to the person's name there will be a color "Post-It" that says SKIP if the client is not receiving meals that day. Those clients who call in advance and cancel their meals will not appear on your schedule for that day.
 - You do not need to go to a house that says SKIP; however, if you are not familiar with the area, you might still want to drive past that house in order to stay on course and follow the route as directed.
 - Check for anyone receiving chef packs or frozen soup. You may be delivering chef packs or frozen soup to someone who does not receive meals that day. These people

will be added on to your route. The meal(s) or soup you will be bringing them will be frozen, bagged separately and their name will appear on the bag.

- Your hot food will be in delivery order in your red thermal bag. Your cold food will be in a cooler. The thermal bag and the cooler will both be marked with your delivery route number. **The red bag must be kept plugged into your vehicle during deliveries; the temperature of hot food must be maintained at 140 degrees.** Keep the red bag zipped. If you think your red bag is not maintaining the heat properly, please let us know so we can have the bag checked. Keep the cooler closed between delivery stops.
- Shopping baskets and carry bags are available to carry food to the client's door. Feel free to take one with you on your delivery days and return it at the end of the day. Do not keep it in your car.

6. The following are items that a client may receive:

- **HOT TRAY**- This is a black tray with three compartments and clear plastic seal on the top. It will have a label on the top with the name of the client, the date and diet information. On the route sheet it will say SPECIAL HOT TRAY next to the client's name. This tray has been prepared specifically for this client.
- **WHITE BAG** – A small clear bag that contains the items that go with the hot tray but can't be put into the hot tray. This might be things like a slice of bread, a piece of fruit. All bags have a name label.
- **CLEAR BAG** – A full clear bag for clients who get a full cold meal. Clear bags contain sandwich fixings and have many more items in it than the "white bag" which is also clear.
- **CHEF PACKS** – a selection of ten frozen entrees available to clients who may not need daily deliveries or medically tailored meals.
- **Remember to carefully follow the instructions on the route sheet. Pay attention to the name labels on all meals, both hot and cold. If a client is given a meal intended for another client, please notify our office immediately. Do not substitute meals or give extra items!**

7. Make sure to use a Meals on Wheels magnet - this will identify your car as a delivery vehicle for Meals on Wheels.

8. Do not change the delivery order of meals as listed on the route sheet. Some of our clients are on special diets or are taking medication before or with meals. They are dependent on meals being delivered at approximately the same time every day. Also, the route is designed to make deliveries in the most efficient way possible.

9. Upon arriving at the client's home, check the route sheet for delivery instructions. Follow the directions carefully.

10. If you knock and no one answers the door, first check the address to make sure you are at the right house. Next, call the client using their number which is listed on the route sheet. If you are not comfortable calling the client, call the Meals on Wheels office at 610-691-1030 and the Client Services Department will call the client. If you call the client

and they do not answer, you **MUST** call into the office! The Client Services representative will direct you what to do with the meals, for example, leave in a community refrigerator, deliver to a neighbor. Undelivered meals **cannot** be given to another client due to concerns over dietary restrictions. There are blue door tags contained in the clear plastic sleeve in your binder. Meals on Wheels will direct you what to write on the tag and tell you to hang this tag on the doorknob. Make sure to detach the bottom portion of the tag, **fill out both sides** and put in plastic envelope in your binder.

11. Under no circumstance should you leave a client's home if they do not answer the door without calling the office and being instructed how to proceed. **CALL 610-691-1030 and await instructions before moving on.**
12. Do not leave meals on the doorstep or outside of the door unless directed to do so by the client.
13. If you arrive at a client's home and the client is experiencing a medical emergency, call 911 right away and then **call our office to let us know what is happening.** We ask that you remain with the client until the emergency responders arrive.
14. If you arrive at a client's home and discover a non-emergency situation, call our office immediately. We will call 911 and also notify the emergency contact person. **DO NOT ASSIST A CLIENT WHO HAS FALLEN IN GETTING UP.** We ask that you remain with the client until the emergency responders arrive.
15. Read the menu to clients and ask them if they would like help opening their meal or their milk.
16. Clients may ask you for food not listed on their menu, for example, candy. Do not give them anything that is not listed on the menu next to their name. This diet has been planned especially for this client and we must abide by it.
17. Do not give clients any medication, even something as simple as Tylenol. We do not know how any medications they ask for may interact with medications they are already receiving.
18. Some clients have pets. When a client signs up for our service, they sign an agreement that their pet will be confined during deliveries. If you arrive at a home for deliveries and you feel threatened by a pet that is not confined, return to your vehicle without delivering the meal and call our office. A client services representative will call the client and remind them that meals will not be delivered unless their pet is contained. They will then direct you what to do. Remember that your safety is very important to us. Do not endanger yourself.
19. Meals on Wheels has a pet food program called Ani-Meals. We provide pet food to clients free of charge. We also provide cat litter. From time to time you may be asked to deliver pet food or cat litter along with the client's meal.
20. Meals on Wheels has liability insurance that covers a volunteer during their interaction with a client or a client's property during MEAL or GROCERY DELIVERY ONLY. From time to time, a client may ask you to do something for them, for example, install an air conditioner or do repair work. This is not meal delivery! In these situations, you are

liable because you personally chose to do something above and beyond meal/grocery delivery and not covered under your responsibilities as a volunteer.

21. In the event of inclement weather, the safety of our volunteers is of the utmost importance. Should it be determined that it is dangerous for volunteers to deliver, Meals on Wheels will close for the day. All clients are supplied with two days of non-perishable food to be kept in their pantry for days when we do not deliver. Please check WFMZ's website or TV channel for closures. It will say, *Meals on Wheels of the Greater Lehigh Valley is closed today. Use your Blizzard Box.* In this situation you will not report to volunteer. MOW also has an automatic calling system in place which will notify volunteers and clients of our closing.
22. Meals on Wheels of the Greater Lehigh Valley does not have a dress code. We suggest that you dress comfortably and wear comfortable shoes such as sneakers. Your clothing should be washable in case food is spilled during delivery. During the COVID crisis, we require all volunteers wear masks at pickup time and during deliveries.
23. MOWGLV recognizes that our volunteers provide resources other than their time. For those individual volunteers who would like to seek mileage reimbursement, the following applies:
 1. The federal volunteer mileage reimbursement rate \$.14 per mile applies.
 2. Individual volunteers may request reimbursement for miles driven when driving for the agency, by submitting the Volunteer Mileage Reimbursement Form to the Volunteer Services Department, OR volunteers may request a statement at the end of the year listing miles driven for use as a charitable donation on their income tax form.
 3. Corporate or Volunteer groups are not eligible for mileage reimbursement if their business, agency, or employer a) provides a corporate vehicle for use during volunteer activities for MOWGLV; or b) otherwise provides for mileage reimbursement to employees as part of its employment policies.

Position Description: Driver or Visitor

Drivers and visitors are responsible for the delivery of meals to clients of Meals on Wheels of the Greater Lehigh Valley. Drivers use their personal vehicle and gas to make these deliveries.

Responsible To: Director of Volunteer Services

General Duties and Responsibilities

Duties shall include but not be limited to:

1. Ensuring that foods are maintained at proper temperatures by plugging in thermal bags and keeping coolers and bags closed between delivery stops.
2. Ensuring each client receives the correct meals by checking labels and closely following the individual instructions on the route sheet.
3. Ensuring that meals are delivered to the correct address and that delivery instructions are followed.

4. Performing all delivery service with a positive attitude, friendly smile and warm reassurance. Treating all clients with consideration, respect and dignity.
5. Delivering grocery order forms, chef packs, soups, pet supplies and other items as indicated.
6. Reporting any unusual circumstances immediately to the MOW office.
7. Returning bags, coolers, clipboards/binders and magnets to the correct locations.
8. Driving in a safe and responsible manner.
9. Reporting unavailable days in advance or cancelling them online.

*It is the responsibility of the visitor to assist the driver with directions and to provide assistance with the above-listed tasks.