

Volunteer Orientation



**Corporate Office:
1302 N. Sherman St.
Allentown, PA 18109**

**610.691.1030
www.mowglv.org**

Our Mission

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

ABOUT THIS HANDBOOK

This handbook is designed to introduce you to Meals on Wheels of the Greater Lehigh Valley. To complete the orientation process, please do the following:

- Read this handbook.
- Submit a completed application (available online).
- Submit signed copies of the liability and abuse policies (available online).
- Complete our required background check (link provided after completion of application paperwork).
- Provide copies of your driver's license and auto insurance.
- Log into our online scheduler (link provided).

If you have any questions or need clarification of the information contained in this handbook, please contact the Director of Volunteer Services at dawns@mowglv.org

VOLUNTEER CODE OF ETHICS

Volunteers are the lifeline of our organization. You represent Meals on Wheels of the Greater Lehigh Valley (MOWGLV) in the community. Our mission is fulfilled through your dedication and service to our clients. MOWGLV 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. Volunteers are expected to treat clients with consideration, respect and dignity. Volunteers are to carry out their assignment **only**; no extra-curricular interaction with clients should be occurring without express authorization from the MOWGLV office.

Confidentiality

Volunteers are expected to maintain strict confidentiality regarding all client information. Any questions or concerns should be directed to MOWGLV staff **only**. In accordance with client privacy policies, staff cannot disclose any details about clients to you.

Conflict of Interest

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

Judgments

Volunteers are expected not to judge living conditions of clients but to report any concerns to MOWGLV staff immediately. Staff will take the appropriate action when client health and safety are 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 OPPORTUNITIES

- **MEAL DELIVERIES**

Meals are delivered Monday through Friday throughout the year with pickups from eight different locations throughout the area. The time frame is approximately 10:00 a.m. to 12:30 p.m. We provide detailed directions for each of our 90 routes; volunteers use their own vehicles/gas.

- **FOOD PANTRY PICKUPS**

Pickups take place once a month from eight area food pantries; days and times vary based on location. Volunteers pick up bags of nonperishable food items (usually two bags per client) and use their own vehicle/gas to complete deliveries. We email volunteers detailed directions to each client prior to pick up from the food pantry.

- **SENIOR FOOD BOX PICKUPS**

Pickups take place the second Tuesday at 1:00 p.m. from our Sherman Street location. Volunteers deliver boxes of shelf-stable food to an average of five clients in a specific area (directions are provided) using their own vehicle/gas. Please note the boxes weigh between 25 and 30 pounds.

- **GROCERY SHOPPING**

Volunteers pick up groceries from a designated Giant and deliver to a client's home using their own vehicle/gas. No money is exchanged; MOWGLV will have account information on file at store.

VOLUNTEER GUIDELINES

Before Your Shift:

- A.** Confirm that your login works for glv.mowscheduler.com. This is where you can see available volunteer opportunities.
- B.** Know the date and location of your assignment. The addresses of the sites, as well as meal pick-up times, are listed below:
 - a. **Allentown, “Z” Routes:** pick up at Asbury United Methodist Church, 1533 Springhouse Road in Allentown at 9:45 a.m.
 - b. **Allentown, “B” Routes:** pick up at the Meals on Wheels office, 1302 N. Sherman Street in Allentown at 10:00 a.m.
 - c. **Bangor, “S” Routes:** Senior Center, Blue Valley Farm Show Building, 707 American Bangor Road at 10:00 a.m.
 - d. **Bethlehem, “EM” Routes:** First Presbyterian Church, 2344 Center Street, Bethlehem at 10:30 a.m.
 - e. **Bowmanstown, “C” Routes 4 & 5:** pick up at St. Luke’s Innovations, 512 Bank Street in Bowmanstown at 10:30 a.m.
 - f. **Cherryville, “C” Routes 1, 2 & 3:** pick up at Hope Lutheran Church, 4131 Lehigh Drive in Northampton at 9:45 a.m.
 - g. **Easton, “E” Routes:** pick up at Green Pond United Methodist Church, 4411 Green Pond Road in Easton at 9:45 a.m.
 - h. **Nazareth, “SD” Routes:** Dryland UCC, 4415 Newburg Road in Nazareth at 10:15 a.m.
- C.** Our online scheduler shows the available routes leaving from each of the above sites. We assume you are doing your route solo unless you indicate otherwise. We will not assign a partner to accompany you. **If someone is joining you, we will need them to complete an application unless they are a minor.* Our client information—names and addresses—is confidential.
- D.** Read any MOWGLV emails or other information so that you know what to do when you get to the site.
 - a. Double check the email confirmation for your route to make sure you: a) are reporting on the correct day and to the correct location and b) know your route number.
 - b. Notify our office **immediately** if you are unable to keep your assignment. You may also cancel it directly using the online scheduler.

Pickup Site Protocol:

- A. If you are new, observe others and ask questions of staff or volunteer site leaders. We are here to help and make your delivery experience as smooth as possible.
- B. Make sure to have your cell phone with you and make sure it's turned on!
- C. Please turn off your car, especially if you are near an open door.
- D. Use your Meals on Wheels magnet to identify your vehicle. If no magnets are available at your pickup site, contact our office and we'll provide one. There is also a laminated sign inside your route binder for use on your dashboard.
- E. Do not assist staff in unloading and placement of any equipment.
- F. Follow the direction of the staff, or lead volunteer, at the site.
 - a. Be patient as they get meals for everyone.
 - b. Please give us space to move around, especially around vehicles, equipment and doors.
- G. Inspect your meals and route sheet.
 - a. Make sure your delivery items all have the same route designation. For example, if you are on route B-12, the hot bag, cooler and route sheet should all say B-12.
 - b. Hot meals will be packed in delivery order inside the red bag. To maintain a temperature of 140°, the bag must be kept plugged into your vehicle during deliveries and kept zipped.
 - c. If you have something something in addition to a hot bag, cooler and route sheet, make sure you know why and what you are supposed to do with it! The following are items that a client may receive:
 - i. **HOT TRAY** – this is a black tray with three compartments and clear plastic seal. It will be labeled with the client's name, date and diet information.
 - ii. **CLEAR BAG** – a bag containing food for a second meal for clients who get a full cold meal. All bags will be labeled with the client's name.
 - iii. **WHITE BAG** – surprise, these bags aren't actually white! They are smaller versions of the clear bags, containing items that go with the hot meal but can't be put into the black tray. These may include a slice of bread or a piece of fruit. All bags will be labeled with the client's name.
 - iv. **CHEF PACKS** – frozen meals available to clients who may not need daily deliveries or medically tailored meals. They are packed in a white plastic shopping bag which is given to the client whose name is labeled on the bag. Your route sheet will also indicate who gets this bag - designated 'CP.'
 - v. **WEEKEND PACKS** – frozen black trays packed with some extra items and delivered, usually on Thursdays, to clients who need food for the weekend. They are packed in your cooler or in a separate insulated cloth bag and marked on the route sheet as "W/E Frozen." Packs will be labeled with the client's name.
 - vi. **EMERGENCY MEALS** – boxes containing shelf stable items or frozen black trays provided delivered so clients have food on hand in event of cancelation due to weather or holiday

closures. They are usually packed separately and are usually unlabeled since all meals will be identical.

- vii. **PET FOOD** – clients who need dog or cat food can request it as part of our “animeals” program. Small bags of dry food or cans as well as cat litter may be provided and there will be a label on the item corresponding to a client on the route.

H. Check your route sheet folder before you leave the pickup location.

- a. There may be a letter or a form that needs to be delivered to a client.
- b. If a new client has been added to the route, there will be a note.
- c. If you see an orange note taped to your route sheet, please follow the instructions. It will tell you what to do with meals that were prepared for a client who now will not be home. You may be instructed to skip deliveries to them or to deliver to a neighbor or community room refrigerator.

I. When you load your car, make sure to plug the red bag into your car’s outlet so that it stays hot.

J. Drive off the premises carefully, watching for other volunteers and staff.

Delivery:

A. Volunteer instructions

- a. Follow the instructions on the route sheet with regard to delivering the meal. For example, ‘knock loudly, announce MOW, and put meal on kitchen table.’
- b. Make sure the items you deliver match the name of the person. Be careful not to deliver Mr. Jones’ meal to Mrs. Smith. If you do give a meal to a client that was intended for another client, please notify our office immediately.
- c. Don’t give clients any medication, even something as basic as Tylenol. Also, do not provide any food not included with their deliveries.
- d. Don’t change the order of deliveries! Most clients are dependent on meals being delivered at approximately the same time every day. If you have a suggestion for changing the sequence of deliveries, please let our office know so we can review your suggestion.

B. Issues with delivery

- a. Client doesn’t answer the door
 - i. Make sure you are at the correct address!
 - ii. Make sure you have given the client sufficient time to answer. Remember: many of our clients are using devices to assist with walking, or they may not have heard your knock.
 - iii. Call the client using the phone number provided with their delivery information on your route sheet. If they don’t answer or you’re unable to call them, then go to step iv.
 - iv. **ALWAYS CALL THE OFFICE IF A CLIENT DOESN’T ANSWER.** We will call the client and tell them you are at the door. That often solves the problem. If not, we will call their emergency contact.
 - v. If the client is not home, the office will give you instructions on what to do with the meal, which will typically be to take it with you. At Asbury, meals can be refrigerated.

At Sherman Street, kitchen staff will take care of any undelivered meals. All other locations, make sure to remove/cross off the client's name on the label(s) and dispose of meals or take them for your own use. Undelivered meals **cannot** be given to another client due to concerns over dietary restrictions.

- vi. If you've tried calling a client but they don't answer, please leave a message letting them know deliveries were attempted. Also write any delivery issues on your route sheet so our Community Care team can follow up.
- b. No meal for a client. You get to a stop and there is no meal for the client in the bag. Call the office and we will resolve the situation.
- c. A client is in distress. If it's a clear emergency, call 911 first, then call our office; otherwise, contact our office first. If a client is complaining of not feeling well but doesn't want you to call anyone on their behalf, notify our office of the situation so we can follow up.
- d. A troubling situation in the client's home. If you see hoarding, significantly unsanitary conditions, etc., call the office and report it. Staff will make a note in the database and, if it's something we don't know about, case managers will schedule a visit to check in on the client. The case managers will determine if a referral should be made to the county Area Agency on Aging. Keep in mind that you will see a variety of living situations on your routes which are not within your comfort zone. The key is not to judge.

Post-Delivery

- e. Return all meal carriers and route binders to the place where you picked up the meals.
- f. Place all notes or payments in the plastic envelope located in your route binder.
- g. Give yourself a pat on the back for enhancing the quality of life of clients aging in place and please go to glv.mowscheduler.com and sign up again!