

Meals on Wheels Driver Volunteer Handbook



FREDERICK COUNTY
Department
of Aging

Welcome to the Meals on Wheels (MoW) team! As a volunteer, you are an invaluable member of our program as you are delivering meals directly to the homes of Frederick County's homebound seniors and adults with disabilities. Thank you very much for your dedication and commitment to lending a neighborly hand to those in need in your community!

Meet the Meals on Wheels Staff:

- Mary Feaster, Outreach Worker
Mary manages the client aspect of MoW. You will contact her as you encounter any issues related to the clients during your deliveries by calling 301-600-3524.
- Steven Stoyke, Nurse
Steve visits and assesses the health of the MoW clients. If you notice any possible issues related to the client's health, Steve will assess the client after you report the issue to Mary.
- Kitty Devilbliss, Community Services Manager
Kitty oversees Nutrition Services, Health Promotion/ Disease Prevention, and other services, including the Meals on Wheels program.
- Jessica Paguirigan, Volunteer Maryland Coordinator
Jessica manages the MoW volunteer schedule, hosts training opportunities, and will plan recognition opportunities for the volunteers. You will contact her in relation to your experience as a volunteer, e.g. scheduling conflicts for sickness or vacation, substitution, or feedback about your experience. You can contact her by calling 301-600-6008 or emailing jpaguirigan@FrederickCountyMD.gov.

Who We Serve:

- Our clients are older adults and adults with disabilities that meet the following guidelines:
- Individuals who are unable to leave home, except on assisted outings to medical appointments, other types of appointments, and family gatherings
- Individuals with documented physical or emotional limitations that would make participating in a congregate dining program detrimental to their individual well-being
- Individuals at nutritional risk as determined by a score of six or greater on a documented nutritional screening tool and is unable to shop for, or otherwise obtain nutritious food on a regular basis
- Individuals who can safely eat independently, and it is safe for them to be at home alone for extended periods of time
- Individuals who are willing to abide by guidelines of service, including home assessments by Department of Aging staff, willing to accept meals in person, and notifying the Outreach Worker of scheduling conflicts
- Individuals who are willing to make a contribution toward meals costs

How to become a Meals on Wheels Deliverer: It's easy!

1. Complete a Registration Form
2. Attend an Orientation Session
3. Complete a ride-along with an experienced volunteer for on-the-job training
4. Become assigned to a delivery route
5. Attend at least one training event per year

*please see page 10 about our Vehicle Policy in regards to being an Meals on Wheels Deliverer

Scheduling

You will be assigned to a certain route on the days that you wish to deliver, and you will be responsible for remembering your routine schedule.

You must notify the Volunteer Coordinator as far in advance as possible if you need any days off for any reason.

Substitute drivers and routine drivers will be notified of any need for a substitute driver on their specific route. The first person to respond will be scheduled for that delivery, and everyone will be notified that the vacancy has been filled via email. Courtesy reminders will be sent to those who have volunteered to fill that vacancy to deliver the meals one business day prior to the delivery.

Step One: Picking Up the Meals

- Pick up the meal carriers from the assigned facility between 10:30 am and 11:30 am.
- Check the route sheet for any changes to the route prior to departing the kitchen.
- Make sure the meals in the carriers match the names on the route sheets, and that the number of meals provided is correct.
- Load the carriers into your vehicle, and drive to the addresses indicated on the route sheet, which has directions included for your convenience.

Step Two: Delivering the Meals

- At the client's house, remove hot and cold meal(s) for the individual(s) from the carriers.
- Knock on the door, and give the person time to answer. Follow any special instructions on the route sheet.
- Hand the meals to the client, or leave them on a table or counter, as specified by the client.
- Assist with opening milk cartons, trays, and containers, if requested.
- Use the time to exchange greetings and do a quick visual assessment of the house and home.
 - Look for signs of illness, lack of cleanliness, indications of inability to perform basic housekeeping (i.e. piles of dirty laundry, trash not being taken out)

Potential Issues

If you encounter any of the following issues, please notify the Outreach Worker at 301-600-3524 and then enact the appropriate response as listed below.

Issue	Response
The route sheet and the meals in the carriers don't match	Call the Outreach Worker prior to leaving the kitchen. You will be given further instructions at that time, such as notifying kitchen staff of error or passing extra meals to another client.
There is no answer when I knock	If possible, call the individual using the number listed on the route sheet. You will be instructed to pass their meals to another client on the route. Do not leave meals in the house or on the doorstep. Do not enter the home unless you think the person is inside and is in need of assistance.

Issue	Response
<p>The person appears to be injured or ill</p>	<p>If it appears to be an emergency, call 911.</p> <p>Do not attempt to move the person if they have fallen. Call 911 for assistance.</p> <p>Stay with the client until emergency services arrive and they release you.</p> <p>Notify MoW for follow-up by MoW nurse if it is a minor issue, or if you have called for emergency services. MoW staff will notify clients of delay in delivery.</p>
<p>There is an unrestrained animal</p>	<p>Before entering home, remind client pets are to be restrained before volunteer visit.</p> <p>Do not enter the home if you feel threatened by the pet in any manner.</p> <p>Notify staff if you do not wish to deliver to that home because the pet makes you feel unsafe.</p>

Issue	Response
There is an visible weapon in the home	<p>Remind client that weapons must be unloaded, and stored in a secure and safe manner.</p> <p>Do not enter the home if you feel threatened by the weapon in any manner.</p> <p>Notify staff if you do not wish to deliver to that home because the weapon makes you feel unsafe.</p>
The person is unhappy, angry, complains or argues	<p>Acknowledge the concern patiently without making any promises</p> <p>Encourage the person to call the MoW office to discuss the issue</p>
The person wants to pay me for the meals	<p>Never accept funds or gifts of value from a client</p> <p>Instruct the meal recipient to send contribution directly to the Department of Aging office (stamped, addressed envelopes are available from the MoW office).</p>

Health and Safety Precautions

Hands are the #1 cause of colds and flus! To prevent spread of disease, use hand sanitizer before or after visiting each home.

Be aware of and encourage good hygiene practices with clients and others.

Be attentive to tripping and falling hazards.

Report health and safety issues to the MoW office.

Do NOT leave meals at the client's house. The client must be there to receive the meals unless otherwise notified. If there is a community refrigerator where meals can be left, that is acceptable, as long as the MoW office is notified that the meal is left in that refrigerator. Leaving the meals outside of a refrigerator is a direct violation of food safety standards and can endanger the health of the client.

Do NOT take the route sheet provided with the carrier. That route sheet is to be shared among all MoW drivers for that route. If you print the route sheet for yourself, ensure that the sheet is not lost, and it is properly disposed of by shredding. The clients' personal information is confidential, and allowing others to view this information endangers the safety of the client.

Do not give your personal telephone number to the client, even if they ask. Otherwise, they may expect to be able to call you anytime, about any service. Encourage them to call the MoW office so that we may tend to their additional needs.

Vehicle Policy

The Department of Aging does not provide transportation, and does not compensate for gas money for deliveries. All Meals on Wheels Deliverers use their own vehicles and gas. Mileage may be tax deductible.

All Meals on Wheels Deliverers who are using a vehicle are required to have a valid drivers' license, and their vehicle must be insured.

The Department of Aging is not liable for accidents that occur during the deliverer's volunteer hours. Hence, having the vehicle insured is crucial.

Those who are using transportation other than a vehicle must still maintain food safety practices by keeping the food in their coolers and carriers. This can include personal temperature-regulating carriers on a motorcycle (motorcycle license required) or bike, or a cart if the deliverer is walking.

Inclement Weather Policy

In the event of inclement weather, the Department of Aging will determine whether or not Meals on Wheels will deliver. All volunteers and clients will be notified if Meals on Wheels will not be delivering. Clients are encouraged to have shelf-stable meals in case of this emergency.

In the case of bad weather and Meals on Wheels is still delivering, the volunteer may decline to deliver. Call the Volunteer Coordinator immediately so that they are able to find a substitute for that delivery.

Termination Policy

If any of these policies are violated in a way that causes harm or discomfort to the clients, the consequences are as follows.

-First violation: The volunteer coordinator will call the volunteer, notify them of the issue, and remind the volunteer of the correct procedures.

- Second violation: The volunteer coordinator will email the volunteer for written confirmation about failure to resolve the issue. Alternative volunteer opportunities, or potential resolutions will be discussed in order to fix the issue.

- Third violation: The Community Services Manager will discuss the continuing issue with the volunteer. Termination from volunteering may follow.

We Serve Pets Too!

To assist pet-owners with limited income, MoW is in a partnership with the Animal Welfare League of Frederick County (AWLFC) to provide pet food donations or pro-bono veterinary care. MoW clients are identified, upon application process, who have pets and need pet food supplements.

Thank you for volunteering! Your service is very much appreciated!

Frederick County Department of Aging
1440 Taney Avenue
Frederick, MD 21702

Check out our websites!

Like our pages, or share them over social media and help us make others in Frederick County aware of our program, so that they may consider supporting our efforts!

County website: www.FrederickCountyMD.gov/aging

Facebook: www.facebook.com/FCMoWDelivers

Wordpress Blog: FCDoAMakesaDifference.wordpress.com