

VOLUNTEER HANDBOOK



2010

Meals-on-Wheels



M O U N T A I N L A N D
ASSOCIATION OF GOVERNMENTS
Serving Summit, Utah and Wasatch Cities & Counties

586 East 800 North, Stratford Park • Orem, Utah 84097-4146

Meals-on-Wheels is available to homebound individuals 60 years of age or older, their spouses, and/or disabled children--in Summit, Utah, and Wasatch Counties. "Homebound" means the senior is unable to leave home without assistance.

Volunteer Handbook

BE SOMEONE'S HERO

Welcome to the Meals-on-Wheels volunteer program. Your background check has cleared and you are now ready to begin delivering meals to homebound seniors age 60+. We deliver noontime meals Monday thru Friday, excluding holidays.

Delivering Meals-on-Wheels is easy and fun. As a volunteer, we ask you to do three simple things:

1. Deliver the meal.
2. Say a kind word to our senior. You may be the only person he/she talks to all day.
3. Check on the safety of the senior. In the unlikely event the senior needs help, please call 911 and remain with the senior until assistance arrives.

As a new Meals-on-Wheels volunteer, you may have questions concerning the people on your route or specific questions about delivery. Our Meals-on-Wheels staff is available to help you at 801-229-3802. Please leave a message and we will respond promptly. We encourage you to report any unusual circumstances. You are the "eyes and ears of Meals-on-Wheels". You could be their only link to the outside world. Research shows 1 in 9 seniors are at risk for hunger in Utah.

On your first day of delivering meals someone will accompany you. Meals are delivered by announcing yourself (similar to housekeeping at a hotel); please knock on the door, ring the door bell, enter the home, and announce, "Meals-on-Wheels." This clear and simple method does not startle the client.

Never leave meals on doorsteps, except in a plugged in refrigerator. If the client is not home, please leave a NO RESPONSE NOTE (available in the top pocket of the thermal bag) and call our office at 801-229-3802.

Our office hours are Monday thru Thursday from 7:30 a.m. to 5:30 p.m. Your driver is still available Monday-Friday. Call your delivery driver if you are missing meals. Your driver's name and phone number is listed on the bottom of the route sheet. Remember route sheets contain confidential information and must be shredded after delivery.

Please give any extra meals to another client on your route.

Your Volunteer Commitment

The Importance of Guaranteeing Meal Delivery

The Meals-on-Wheels program in Utah, Summit and Wasatch Counties delivers to an average of 600 clients every weekday.

The Health Department mandates we deliver the meals by 2:00 p.m. each day or the food must be thrown away due to food handling regulations. No one wants to call a homebound senior and tell them they are not going to eat that day because someone forgot, so please keep in touch with your volunteer coordinator and your team leader.

Substitutes are available to cover for you during vacations, illness and family emergencies. If a regular volunteer is unable to deliver meals (no matter what the reason) we must still find a volunteer to deliver the meals.

Please be aware:

- “No shows” or late cancels and last minute volunteer cancellations tax our three person office staff and cause our clients to receive their meals late or not at all.
- Each group has a team leader so our office has one point of contact for each group.
- Each group has several backup substitutes because “even volunteers have a life”.
- Team leaders should develop a schedule. Use your group list to find a substitute and then let your leader know who will be delivering for you that day. We need one point of contact for each group.
- If the thermal bag and cooler do **not** contain enough meals for those on your route, please phone 801-229-3802 or your driver (listed on your route delivery sheet) and leave the name and address of the person without the meal. In case of meal shortages, the driver will deliver the meal.

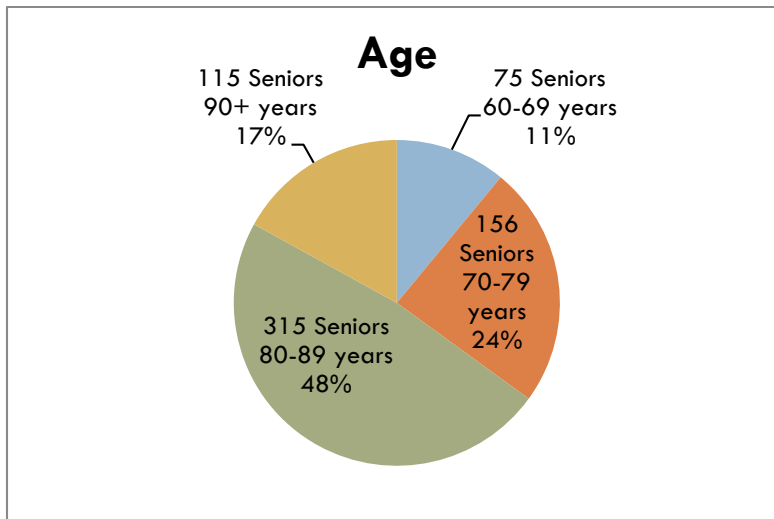
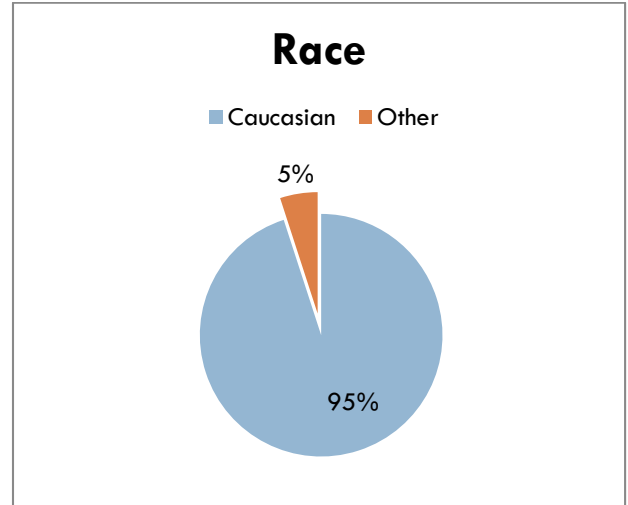
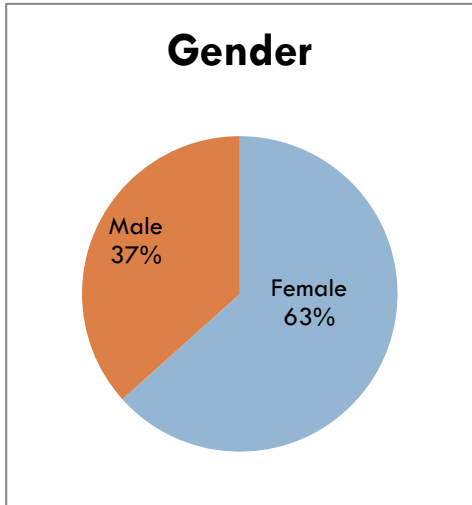
Thank you for helping make sure no senior goes hungry in Utah.

The Titanic was built by professionals. The Ark was built by volunteers. – Barbara Bush

All volunteers must complete a registration form and undergo a background check prior to delivering meals. Volunteer registration forms are available online at www.mountainland.org/volunteer.

Meals-on-Wheels Client Statistics

Client Demographics



Meals-on-Wheels volunteers delivered 30,557 meals in 2009.

Volunteer Information

Registered Volunteers	288
Meals delivered by volunteers	27%
Average Age	44
Oldest Volunteer	90-years-old
Female	205
Male	73

Volunteer Requirements

- Valid driver's license, reliable vehicle, and proof of auto insurance.
- Availability at least one weekday lunch hour between 11:00 a.m. and 1:00 p.m.
- Clean background check-We are unable to accommodate individuals seeking to fill community service hours.
- Desire to make a difference in someone's life.

Did you know?

1. The fastest growing segment of our population is age 85 and older.
2. Beginning in 2015, one person in Utah will turn 65 years old every 23 minutes.
3. Utah's senior population (65 and older) will grow to 482,542 by the year 2030.
4. Meals-on-Wheels allows seniors to stay in their homes, and avoid living in costly institutions.
5. One year of hot meals from Meals-on-Wheels costs less than one day in an acute care hospital.

Program Funding

Meals-on-Wheels is funded by the Federal Older Americans Act, state and local governments, private donations, and participant contributions. This is a needs-based program without income restrictions.

Participant contributions are important to support the program, therefore, donations are encouraged.

SUGGESTED CONTRIBUTION:

Utah County

\$2.00 Senior Center Meals

\$2.25 Meals-on-Wheels

Summit and Wasatch County


\$2.25 Senior Center Meals

\$2.50 Meals-on-Wheels

As a volunteer please decline gifts or money from clients, including the suggested donations which should be mailed via business reply envelopes.

Suggested Contribution Letters

During the first week of the month suggested contribution letters and business reply envelopes will be in the top pocket of the thermal bag. Please leave these letters and envelopes with the meal:



MOUNTAINLAND
ASSOCIATION OF GOVERNMENTS
Serving Summit, Utah and Wasatch Cities & Counties

Date: 02/03/2010

Route: 1
Route Position: -1

Driver 1 Driver 1 586 E 800 N Lehi	Your Meal Usage: 3 Cases of Ensure: 0
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Suggested Meal Contribution: \$6.75
Suggested Ensure Contribution: \$0

The report above shows your meal and Ensure usage during the past month. The average cost of the meal service is \$5.63 per meal. The suggested contribution for each meal is \$2.25. The suggested contribution for a case of Ensure is \$20.00.

All Contributions are appreciated. They allow us to serve more seniors in need. Thank you for your support.

Please indicate on your check how much is for Ensure and how much is for your meals.

If you have any questions, please call 801-229-3802.

THIS IS NOT A BILL. FOR YOUR INFORMATION ONLY!
Please remit to 586 East 800 North Orem, Utah 84097

SAMPLE MONTHLY CONTRIBUTION LETTER

Route Sheets

Business List for Young Love Center								
How Many:5								
Please notify Bonnie at 229-3802 under the following circumstances: a. the Meals on Wheels recipient does not need a meal the following day b. anyone on your route does not answer the door or if you have other concerns								
Rt Position	Diet	First Name	Last Name	Address	APT	City	Phone	Directions
2	R	Cutie	Pie	650 Chocolate Circle	#10	Orem	801-555-5555	Knock & Enter - No Milk - Put Meal on Counter
3	RGM	Jane	Doe	587 Lovely Way		Orem	801-555-5555	Knock & Enter
4	R	John	Smith	999 Macho Court	Basement	Orem	801-555-5555	Knock & Wait - Dog
5	MS	Senior	Citizen	543 Still Looking Good		Orem	801-555-5555	
6	R	Ray	Jones	3780 Keepin Up With The Rd		Orem	801-555-5555	
Special Instructions								
Volunteers--Place cold pack in freezer so that it is cold for the next day's delivery. Please shred client list after delivery.								
MOW Driver: Swan can be reached at (801)000-0000.								

SAMPLE ROUTE SHEET

A route sheet is a select list of clients who live in the same general area to whom you will deliver. The list is in a suggested order however, you may deliver meals in any order you choose. It contains the name of the pick-up site at the top, along with the meal count. It also reminds you to contact our scheduling manager if the meal recipient does not need a meal the following day, if there is no response at the door, or if you have other concerns.

The route position is for our office use. Diet information in the second column tells you if the client has a special diet. Regular meals are not coded on the meal. All other meals are labeled with one of the following codes:

R	Regular
D	Diabetic
RGM	Regular, Ground Meat
DGM	Diabetic, Ground Meat
RNF	Regular, No Fish
DNF	Diabetic, No Fish
RNRM	Regular, No Red Meat
RNRMNP	Regular, No Red Meat, No Pork
RNPineapple	Regular, No Pineapple
RNP	Regular, No Pork
MS	Mechanical, Soft

Each line on the route sheet lists one client. If you have more than one client at the same address, it may be a married couple, a senior and a disabled child, or a homebound senior and their caregiver spouse. The eighth column lists the client's phone number. If no one answers a locked door, you may wish to call the client on your cell phone before leaving a **NO RESPONSE NOTE** on the door.

The final column lists any directions for that particular client such as no milk, use the side door, or put meal in the garage refrigerator, etc. If nothing is listed on special instructions, please assume it is "knock and enter". Client birthdays show up in the directions column on the day of their birthday.

The information on the route sheet is confidential. Please shred it after your deliveries.

Route sheets are living lists and change daily. You will be given a new route sheet each time you deliver.

HOLIDAYS

Meals-on-Wheels are not delivered on the following observed Holidays:

NEW YEARS DAY
HUMAN RIGHTS DAY
PRESIDENTS DAY
MEMORIAL DAY
INDEPENDENCE DAY
PIONEER DAY
LABOR DAY
COLUMBUS DAY
VETERANS DAY
THANKSGIVING & DAY AFTER
CHRISTMAS DAY
NEW YEARS DAY

Food bank bags are available for clients at risk for hunger. If you notice a client needing additional food, especially near a “No Delivery” Holiday, please call our office at 801-229-3802.

OFFICE STAFF

Erin Dyreng	Nutrition Program Manager	801-229-3803	edyreng@mountainland.org
Bonnie Lewis	Route and Client Scheduling	801-229-3802	blewis@mountainland.org
Liz Merrell	Volunteer Coordinator	801-229-3821	emerrell@mountainland.org