

VOLUNTEER HANDBOOK

37 Years of Touching lives with
FRIENDSHIP & FOOD

“ENDING SENIOR HUNGER IN CABARRUS COUNTY.”

CABARRUS MEALS ON WHEELS VOLUNTEER HANDBOOK

Our mission:

Cabarrus Meals on Wheels, Inc., CMOW, is a nonprofit agency. It was established in 1974 for the purpose of delivering a nutritionally balanced hot meal to the homebound and disabled in Cabarrus County. This service enables individuals to remain independent in their homes.



1701 S. Main Street
Kannapolis, NC 28081
Phone: 704-932-3412
Fax: 704-932-9011



Dear Community Volunteer,

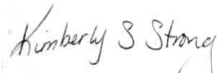
Welcome to the Cabarrus Meals On Wheels family of volunteers. Our organization has a proud tradition of volunteerism. It was founded by volunteers, is served by a volunteer Board of Directors and is supported by volunteers like you who are committed to improving our community. We value the role volunteers continue to play in the growth and success of this vital program.

Prior to going out on a route, prospective volunteers are provided with an orientation packet which includes this handbook. Once an application has been processed volunteers are contacted about training. The information in this handbook covers the major questions that many volunteers have

As a Meals on Wheels volunteer, you may have questions concerning the people to whom you are taking meals or specific problems with route delivery. Meals on Wheels staff are always available to assist you with any concerns. We strongly encourage all our volunteers to report any unusual circumstances that they observe while delivering meals.

I hope your experience as a volunteer with Cabarrus Meals on Wheels will not be limited to food delivery. Take time to become acquainted with the clients. Develop friendships. Have fun. Thank you for caring and sharing your valuable time.

Sincerely,



Kimberly S Strong
Executive Director

HISTORY

During World War II in England, meal pies were taken to families whose homes had been bombed.

The British Women Civil Defense or “Women in Green” operated mobile canteens, later called
“Meals on Wheels.”

In 1954, Margaret Toy, a Philadelphia social worker, adapted the idea, and the Lighthouse Community Center Volunteers, known as “Platter Angels” began taking food to the poor and elderly in this country.

Over the years the idea spread across the United States. Sparked by a needs survey conducted by the Salisbury United Methodist Church District, in 1974 a local planning committee was organized, by-laws written and a board of directors elected and Concord Meals on Wheels was established. The first meals were served in February of 1975. Over the course of the first year 16 clients were served by 34 volunteers. For the next 3 years CMOW was managed by volunteers. In 1976 a second route was added. In 1977 the name was changed from Concord to Cabarrus Meals on Wheels. CMOW became a United Way agency and the first salaried executive director was hired. Service was expanded to the Kannapolis area.

In 1978 NorthEast Medical Center (previously Cabarrus Memorial Hospital) began preparing the meals. Previously a school and several nursing homes prepared the meals. The same year service was expanded to Mt. Pleasant. In 2009, Cabarrus Meals on Wheels began to prepare our own meals at our own kitchen.

In 1989 the Harrisburg route was added and in 1992 the Midland Flowes Store area. Routes were added over the years in Concord and Kannapolis. As of 2011, there are 30 routes, which include three courier routes. Meals are delivered to an average of 400 people a day. In 2010 volunteers delivered 100,000 meals.

Our Commitment: Guaranteeing Meal Delivery

In any given week, Meals on Wheels staff must see that more than routes get driven. We schedule volunteers and clients. We also *guarantee* meal delivery.

- *Give the office a call at **704-932-3412** if you foresee any conflicts. Please try to guarantee the delivery of your route on your scheduled day—ON TIME
- * If a regular volunteer is unable to drive, Meals on Wheels must still find volunteers or a staff person to deliver the meals. This raises costs and lowers efficiency.
- * No shows, late shows, and last minute-volunteer driver cancellations severely tax our delivery system. Late meals cause anxiety in many of our clients who sit and wait for the meal to arrive.

* please make reminders for yourself.

* Anticipate problems or delays such as long office meetings, medical and other appointments, that would prevent you meeting the delivery schedule and keep us informed as far in advance as possible.

CONFIDENTIALITY

Remember that you have the client's trust. Please respect the confidentiality of all the information communicated to you. Protect the dignity of the individual. Do not discuss their living situations, health conditions, financial status, or anything you learn about them with anyone but a Cabarrus Meals on Wheels staff member.

WHO DOES MEALS ON WHEELS SERVE?

Cabarrus Meals on Wheels' clients are people who have requested the meal service and meet the following eligibility requirements: reside within Cabarrus County; be unable to attend a local congregate meal program; be primarily homebound and have not one to prepare one hot balanced meal a day; need the service a minimum of three weeks.

Short term service is available for those recuperating from serious illness and needs meals in the interim. In some cases, service is provided for a spouse or other caregiver who is at risk of becoming overwhelmed by the responsibilities involved in caring for an incapacitated individual.

Customers' situations change. Persons recovering from surgery may gradually become better able to provide for themselves at the noon hour. When this occurs, CMoW will take clients off the program to accommodate others in need. Staff visit and re-certify clients periodically to determine eligibility.

WHAT ABOUT INCOME? CONTRIBUTIONS?

Amount of income is *not* a criterion for service. All people who apply for Meals on Wheels are evaluated for ability to pay for meals. They are sent monthly statements for their share of the meal cost, if applicable. No one is ever refused service because of inability to participate in helping defray the cost of providing this service.

HOW IS CABARRUS MEALS ON WHEELS FUNDED?

Cabarrus Meals on Wheels receives funding from United Way of Central Carolinas, individuals, grants, fundraisers, and the local faith community. We **do not** receive any funding from local, state, or federal government.

WHAT MEALS SERVICES ARE AVAILABLE?

*Hot Meals: volunteers deliver hot, balanced meals to approximately 400 Cabarrus County residents each Monday through Friday.

*Weekend frozen Meals: This program began in 2004 to help sustain the most frail individuals during weekends when no other assistance was available. Frozen meals are delivered by volunteers to our neediest clients each Friday. Recipients of this program are screened to ensure they have the means of heating up a frozen meal.

*Emergency Meals: Meals on Wheels delivers shelf stable food to each client each November in the event there is a snow or other emergency that would prevent volunteers from delivering meals.

Meals on Wheels

A daughter had just helped her 90-year-old mother through the strain of moving from the family home into a new unit in a senior apartment building. The daughter was trying to tidy up all the arrangements and tactfully said: "Mum, what about Meals on Wheels?" To which her mother replied: "No, dear, I don't think I could volunteer for them anymore."

--Participant at Australian Volunteer Conference

Submitted by Susan Ellis, President, Energize, Inc.

Top Ten Reasons to Volunteer

1. When you stay home you get too many telemarketing calls.
2. Your family could use a break from you.
3. You might need help yourself some day.
4. It's hard to win a game of solitaire.
5. Soap operas all sound alike.
6. If you don't go out each day, you get old.
7. Why let your boss have all the fun in life?
8. The car needs a workout.
9. Your mom would be proud of you.
10. Who cares about money?

"You Didn't Call This Morning"

In Jacksonville Florida, a volunteer was late in making her daily call to an elderly person living alone. The volunteer received a call from the elderly person who said, "You didn't call this morning." The volunteer replied, "I was about to call." To this the elderly person replied, "Then I will hang up and let you call back because if you don't call the PHONE WON'T RING TODAY."

THANK YOU FOR
VOLUNTEERING!



THANK YOU!

We are indebted to you and all our wonderful volunteers for generously sharing your valuable time and energy to serve Meals on Wheels clients. Your commitment makes our service effective and reliable. Thank you for being part of the Cabarrus Meals on Wheels team! You are truly making a difference in the lives of our neighbors in need...one meal at a time.

SOME LAST WORDS...

A VOLUNTEER is a person who remembers to do the thing to make other people happy, who takes the loneliness out of the alone by talking to them, who is concerned when others are unconcerned, who has the courage to be a prophet and to say the things that have to be said for the good of all.

At the end of our life our questions are simple: Did I live fully? Did I love well? -- *Jack Kornfield*

You make a living by what you get, but you make a life by what you give. -- *Winston Churchill*

The heart of a volunteer is not measured in size, but by the depth of the commitment to make a difference in the lives of others. -- *DeAnn Hollis*

To the world you may be one person, But to one person you may be the world.

We are all like one-winged angels. It is only when we help each other that we can fly.

Luciano de Crescenzo



Meals on Wheels clients receive meals that are nutritious. Our healthful meals meet 1/3 of the Recommended Dietary Allowance for seniors. Surveys done on an annual basis show that clients enjoy our meals.

RESPONSIBILITIES OF A MEALS ON WHEELS DRIVER

- *Be dependable and punctual for your scheduled delivery day. If you cannot deliver, please call the office at 704-932-3412. You may leave a message if staff is not available or it is after business hours.
- *Arrive at the pick up site by 10:30. Sign in, pick up your route book, and coolers. ALWAYS review the route book for changes and COUNT the meals in your coolers.
- *Deliver the meals promptly.
- *Try to see and visit with the client briefly each time you deliver. If the door is not answered, call the office at 704-932-3412.

THE ROUTE BOOK

A route book is a list of clients who live on the route you deliver. The clients' name, address, and phone number are listed along with information such as: "use back door," and "milk," or "juice."

TIPS FOR SUCCESSFUL MEAL DELIVERY

- *Arrive at the pick-up site on time
- *Pick up your route sheets and sign in.
- *Make sure you pick up the correct coolers.
- *Count number of meals before leaving.
- *Ask Meals on Wheels staff member if you have any questions before you leave.
- *Do not remove meals from coolers until you are at the home of the client.



On the route...

- *Read the notes in the route book and check directions. This will let you know any special instructions the client may have.
- *Please follow instructions in route book such as "use back door," "milk," or "knock and go in."
- *Knock loudly at the door, announce yourself as a Meals on Wheels volunteer. Allow the client plenty of time to get to the door.
- *If there is no answer, place a yellow "not at home" notice on the door handle, take the meal back to the coolers in your vehicle. Call the office at 704-932-3412. Staff will instruct you on what to do.
- *You may leave the meal if a cooler with an ice pack is left at the clients home.

DON'TS...

- *Do not leave a meal outside if there is not a cooler with an icepack
- *Do not leave the meal with a neighbor or someone else unless your route book specifically instructs you to do so or if staff has given you instruction to.

AFTER YOU HAVE COMPLETED YOUR ROUTE

- *Return your coolers and route book to your pick-up place
- *Contact Meals on Wheels staff if you have any concerns about your clients or if you would like to make suggestions

WHAT DO I DO WITH A MEAL IF THE CLIENT ISN'T HOME?

If a client is not at home and the meal cannot be delivered, you may give it to another client. If you have any questions, please call the office at 704-932-3412. Leave a yellow “not at home” tag on the door.

Remember, it is crucial to call the office if you cannot deliver a meal! A client's life may depend on your call.



EXPECTING THE UNEXPECTED

Volunteers are our eyes and ears. When you arrive to deliver a Meals on Wheels meal, you become for many clients a source of more than food. You are a concerned person who may check on the homebound person's well-being. You may be the only person who will do so all day.

To this end, it is important that you see the clients as often as possible. If a family member or friend receives the meals regularly and the client is not visible, ask to see him or her. If any conditions of the client's health and/or living situation cause you alarm, report them to our office right away.

If a client says that he or she has no food and the Meals on Wheels meals are not enough, report this to the office as well. Often, Meals on Wheels can obtain from other agencies to meet these needs.

EMERGENCIES

If you encounter an emergency situation in which you feel the client's health is at risk, do not move the client or give water.

- *Call the Meals on Wheels office at 704-932-3412
- *If a client is unconscious, call 911, then Meals on Wheels.
- *Please wait with the client until help arrives

GIFT SOLICITATION

Do not accept gifts from clients. If a client offers you a contribution for the meal, say that you are sorry but you cannot accept it. Encourage them to mail the contribution to Meals on Wheels.

DOING EXTRAS

Many clients are poor, elderly, and often ill. Most of them will be happy to see you, but occasionally you may encounter a situation that is uncomfortable—perhaps a client repeatedly asks you to run errands or perform extra tasks when you arrive. You are not obligated in any way to volunteer any services beyond the meal delivery. If you are concerned that the client needs more help, report it to the Meals on Wheels office.

While we encourage volunteers to make small favors or give small gifts during the holidays, we discourage the giving of any food products such as cookies and candy because of dietary reasons.

SAFETY FIRST

We want you to remember safety is always important to us. Do not venture into any situation which does not seem safe to you.

- *Yard care and housekeeping may be limited at many homes. Be careful where you walk, paying attention to the floor and sidewalk conditions.
- *Do not enter a yard with an unrestrained dog or go up a set of steps you cannot safely negotiate.
- *Report any situation that makes you uncomfortable to Meals on Wheels staff. No one will be critical of your choice not to go anywhere you do not feel safe!
- *Much of your delivery work involves driving, please think about this risk at all times. Pull over and check out your route book directions or to make call to the office. Timely meal deliveries are important, but your safety is for more important to every one. Take time to be safe!

THANKS TO YOU, WE DELIVER

We can't stress enough that volunteers are our eyes and ears. If you see *anything* that seems unusual or *anything* you think we should know about or look into, please call our office at 704-932-3412. You make a difference.

VOLUNTEER LUNCHEON

Each year, Cabarrus Meals on Wheels takes a moment to say thank you to its many volunteers. The Board of Directors hosts a luncheon as a small token of its appreciation. This is an excellent opportunity to meet other volunteers and we encourage you strongly to join the fun.

OTHER VOLUNTEER OPPORTUNITIES

- *Office help—Help with mailings
- *Holiday gift project—The holiday gift project demonstrates that Cabarrus County is a great place to live. In cooperation with Home Instead Senior Care and Walgreen's, we have a “Senior Santa Tree” to fulfill holiday wishes for our clients. Meals on Wheels recipients receive a holiday gift package full of useful items that can be used throughout the year.
- *Emergency Food Bags- Each October we collect shelf stable food in order to deliver packages to our clients in November. Your contribution of canned foods is greatly appreciated!

DO YOU HAVE SUGGESTIONS?

Your opinions and suggestions are important to us. Please let us know how we're doing. You can do this by calling us at any time. We continually seek ways to improve our program.