



Volunteer Handbook

Thank you for volunteering with MOWOCNC!

Your time and energy translates to meals delivered and human connections made, to the alleviation of hunger and a reduction in social isolation and loneliness.

We can't thank you enough for your dedication and commitment to older adults in Chapel Hill, Carrboro and rural Orange.

Together we can deliver!

919-942-2948 | www.mowocnc.org

Physical Address

Southern Orange County | 632 Laurel Hill Road | Chapel Hill, NC 27514
Northern Orange County | 113 W. Hill Avenue, South | Hillsborough, NC 27278

Mailing Address

PO Box 2102 | Chapel Hill, NC 27515

www.facebook.com/mowocnc

www.instagram.com/mowocnc

www.twitter.com/mowocnc

#mowocnc

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About Us

Mission

To nourish and enrich the lives of older adults through meal delivery and personal connection.

Vision

All Orange County older adults who qualify have access to our services.

Core Values

- ❖ **Community:** We are neighbors helping neighbors, building and strengthening our community, supporting older adults' efforts to age in place.
- ❖ **Inclusion:** We serve all older adults who qualify. We are committed to ensuring that our staff and volunteers reflect the diversity of the community in which we serve and that all feel welcomed, engaged, and able to contribute meaningfully to our mission.
- ❖ **Respect:** We recognize that we are encountering people during a time of great need and vulnerability. We strive to see each potential client as an individual, respecting their unique life experiences.
- ❖ **Excellence:** We strive to effectively and efficiently utilize our donors' dollars and our volunteers' time and energy to offer exemplary service to meet the needs of our clients and the community.

Core Belief

We believe our services enhance the quality of life of our recipients, strengthening their ability to age in place with dignity.



Our Commitment

As a local non-profit serving a diverse constituency with partnerships across the community, we commit ourselves to advocate for anti-racist policy within our spaces to ensure access to healthy and nutritious food for all. MOWOCNC is committed to building and maintaining an organization which allows all employees, volunteers and participants to work and succeed in an environment free of racial inequity in both policy and practice.

Meals on Wheels Orange County, NC is committed to developing a diverse environment where volunteers can expect to serve in a welcoming environment where each person feels valued for their individual traits, skills and talents. To achieve this goal, MOWOCNC actively seeks qualified people regardless of their race, ethnicity, color, gender, religion, age, sexual orientation, gender identity, disability, veteran status and socio-economic status. Making sure everyone feels welcome, safe and included is a priority of MOWOCNC. That begins with each of us. Our actions create an inclusive and equitable experience for everyone.

Volunteer Vision

MOWOCNC is recognized as a model non-profit organization that attracts, trains and engages volunteers, utilizing their diverse skills and talents to best serve the needs of the organization and by extension our recipients. Volunteers are integrated into the organization as integral components to the success of the enterprise and are properly informed, trained and connected within and throughout the organization to serve as representatives of the organization in their designated role and in the broader community.

What We Do

Meals on Wheels Orange County, NC (MOWOCNC) delivers nutritious meals along with friendly check-ins to older adults,



homebound adults, older adults with disabilities and those convalescing, who do not have access to, or the ability to, prepare healthy meals.

Volunteer drivers currently serve 23 routes across Chapel Hill, Carrboro and rural Orange County, delivering approximately 250 meals per day in order to improve health, alleviate hunger, reduce isolation and support each recipient's ability to age in place with dignity.

How We Do It

Our Meals

At MOWOCNC we are passionate about providing the best meals at the lowest cost. We provide a nutritious, appealing and tasty lunch made from quality ingredients. A full lunch includes a hot meal, cold milk, fresh fruit and a home-baked dessert. Our hot lunch is currently prepared by a local catering service.

Our Partners

We are a people-powered organization. We could not do what we do without dedicated volunteers, generous donors, loyal local business sponsors and wonderful partner organizations who help ensure that older adults in our community are cared for.

Occasionally our partners include different faith groups. These groups donate items that may make reference through inclusion of a card or packaging to faith. Meals on Wheels is an independent 501(c)(3) and does not endorse any particular faith group or advocate for connections to particular faith communities.



Our Recipients

We are honored to serve the older adults in our community who require our support. We are partners with our recipients, supporting them in their ability to age in place with dignity while alleviating hunger and reducing isolation. Recipients who are able, participate in paying for their meals. All meals are subsidized, and no eligible recipient is turned away due to lack of ability to pay.

Our Volunteers

MOWOCNC volunteers are amazing! Whether serving as part of a morning set-up crew, delivering meals, training new/potential volunteers, making holiday gifts or serving on a committee or board, our volunteers put their heart, time and energy into serving older adults in our community. We recognize and appreciate all you do to support MOWOCNC and our recipients!

Our Funding

MOWOCNC relies on individual donations, grants, Town of Chapel Hill, Town of Carrboro and Orange County allocations, program fees and money generated by fundraising events to fund on-going operations.

Meal Delivery Program Overview

Prospective recipients can be referred by relatives, friends, social workers, health professionals or themselves. Potential recipients are contacted for an initial phone interview, and a home visit is scheduled to complete a full intake and determine eligibility.

Recipients are eligible for the program, regardless of ability to pay, if the recipient is above a certain age, does not have access to healthy food options, can no longer prepare nutritious meals, or has a



physical or mental disability which curtails their ability to prepare a nutritious meal or have access to transportation or in-home delivery for groceries or other food options.

If a recipient receives homecare or Medicaid, they are still eligible for meal service if the homecare worker cannot prepare a meal or if he or she is designated to assist only with other tasks.

Meal delivery can be short-term (4-6 weeks) or long-term.

Residents of other counties who may have an Orange County address or those in Orange County outside of our delivery area will be referred to the appropriate Meals on Wheels location.

Meal Program and Delivery Logistics

- Meals are delivered Monday through Friday (excluding major holidays), in southern Orange County and Monday, Wednesday and Thursday in northern Orange County between 10:30 a.m. and 12:30 p.m.
- Meals contain one lean protein, two vegetables, one complex carbohydrate (bread, rice or beans), a carton of milk, a piece of fruit or fruit cup/applesauce and a home baked dessert. (Sugar-free desserts are available).
- MOWOCNC fees are based on a sliding scale. Eligibility for Meals on Wheels service is not impacted by a recipient's ability to pay. Approximately 80% of recipients pay either \$0 or less than \$0.50 per meal.

MOWOCNC Board of Directors

[available at www.MOWOCNC.org]

MOWOCNC Staff Members

Executive Director	Rachel Sobel Bearman	execdirector@MOWOCNC.org
Operations Manager (Chapel Hill)	Suzzette Jarman	operations@MOWOCNC.org
Operations Coordinator (Hillsborough)	Megan Mack	opcoordinator@mowocnc.org
Client Services Coordinator	Michelle Morehouse	clientservices@mowocnc.org
Volunteer Coordinator	Heather Harris	volunteers@MOWOCNC.org
Finance Manager	Shannon Grabowski	finance@MOWOCNC.org
Development Associate	Shawna Sheperd	development@MOWOCNC.org

Meals on Wheels Volunteers

There are more than 400 dedicated volunteers who do a variety of tasks for MOWOCNC annually.

Volunteer Job Descriptions

- **Drivers** deliver meals to recipients (1½-2 hours once a week).
- **Substitute Drivers** (called upon as needed).
- **Set-up Volunteers** count, distribute & pack up the meals for drivers.
- **Call Connection Volunteers** make friendly check-in calls to our meal recipients on a weekly basis.
- **Bakers** bake and individually package 2-3 dozen desserts.
- **Bagel Volunteers** collect donated bagels and bag them for our meal recipients.
- **Office Coverage Volunteers** are trained to run the office when the Operations Staff is unavailable.
- **Incontinence Supplies Volunteers** transport supplies from the Diaper Bank to each office and help sort the items for distribution, on a monthly basis.
- **Pet Food Program Volunteers** pick up donated pet food & supplies from local organizations, sort and repackage food for distribution, and deliver pet food or supplies to recipients. Volunteers also assist with calling recipients to schedule veterinary appointments.
- **Administrative Support Volunteers** help with correspondence, data input, mailings and more!
- **Card Writers** help MOWOCNC send birthday and holiday greetings to recipients and volunteers.
- **Researchers** investigate a variety of topics (as needed).
- **Committee Members** act as working groups to help develop and implement part of Meals on Wheels program. Current committees include, but are not limited to, Volunteers, Development, Finance and Governance. MOWOCNC is looking to establish a Pet Program working Group and a Marketing Committee.

- **Board Members** are charged with overseeing the mission, vision, and fiscal health of the organization. We strive to have a diverse array of members that are reflective of the community in which we live, and those we serve, and hold skill sets needed to sustain and advance MOWOCNC.

Additional volunteer opportunities are available on an ad-hoc basis. The Volunteer Coordinator will keep volunteers abreast of all available opportunities.

Volunteer Code of Ethics

MOWOCNC recognizes the critical role of its volunteers and is extremely grateful for their dedication, time, and compassion. MOWOCNC accepts the service of all volunteers with the understanding that such service is at the sole discretion of the organization.

MOWOCNC asks you as a volunteer to:

- Perform your service to the best of your ability, maintaining the recipient's interests as your primary focus.
- Observe, maintain, and protect confidentiality regarding recipients, and avoid sharing confidential information or any information that identifies a recipient with anyone except MOWOCNC employees and/or trained volunteers.
- Avoid activity construed as conflict of interest, i.e., neither accept loans or gifts of money or property from recipients nor give gifts of money or property directly to recipients.
- Refrain from offering medical, legal, or financial advice to recipients.
- Respect the cultural, religious, and political views of recipients and refrain from imposing your cultural, religious, and political views on recipients.

Recipient Confidentiality

In the course of the daily activities conducted by MOWOCNC, employees and volunteers will be in personal contact with recipients. This often necessitates the sharing of private information concerning the recipients.

All volunteers are required, as a condition of volunteerism, to abide by the following policy concerning confidential information or activities in connection with the performance of each individual's service. This policy is binding for all volunteers.

All information concerning any recipient or applicant of MOWOCNC is strictly confidential. This includes name, address, phone number, living condition/circumstances, income status and physical condition.

The services received by recipients and other similar information are also strictly confidential. All volunteers shall guarantee to every person that receives the services of MOWOCNC this right to his/her personal privacy and that they will be treated in an ethical and respectful way.

Drivers

For volunteer positions at MOWOCNC involving the operation of a motor vehicle, volunteers are expected to follow all applicable driving laws and safe practices while operating their vehicles. Volunteer drivers must be at least 18 years old. All MOWOCNC volunteers who have direct contact with recipients must complete a background check prior to volunteering.

- Arrive at Chapel Hill (632 Laurel Hill Road, Chapel Hill) or Hillsborough (113 W Hill Ave South, Hillsborough) office between 10:15-10:30 a.m. (or time scheduled by the Volunteer Coordinator) on your scheduled day to volunteer.

- Review volunteer binder and note any changes on the route. Confirm that the inside contents of the binder sheets match up with the outside cover sheet.
- After supplies are loaded into your car by Set-Up Volunteers, place the MOWOCNC placard in your car window.
- Aim to leave the office no earlier than 10:30 a.m. and no later than 10:45 a.m. to begin the route.
- Note: Please notify the Volunteer Coordinator as early as possible if you know you'll be unable to deliver on your scheduled day so that a substitute can be arranged.
Volunteer Coordinator: volunteers@mowocnc.org/
919-942-2948.
- If you have any questions or concerns along your route, please contact the office at 919-942-2948, press 1 for Chapel Hill office or press 2 for Hillsborough office.

Basic Meal Delivery Procedures *

*Please review the latest detailed meal delivery procedures available in the route binders which are regularly updated to meet changing needs and requirements.

- Using the volunteer binder, verify food choices and instructions for recipient(s) at each stop.
- As COVID-19 continues to impact our community, we respectfully request for the safety of our recipients and our volunteers, that all volunteers, even those fully vaccinated, wear a mask covering the nose and mouth, when coming close to a recipient or entering a recipient's home.
- Upon knocking at the residence, identify yourself as a MOWOCNC volunteer.
- At each residence, please wait patiently; it may take a few minutes for the recipient to open the door.
- Never enter a recipient's home without express permission from the recipient at each visit.

- Place the food where requested and open containers if needed.
- If the recipient plans to eat later in the afternoon, encourage him/her to refrigerate the meal.
- Visit briefly with each recipient to check on his or her wellbeing (if a family member, friend, or caregiver answers the door regularly and the recipient is not visible, you may ask to visit with him or her and if not possible, ask how the recipient is doing).
- If no one answers after a reasonable amount of time, please call the recipient's number included in your binder. If the recipient does not answer or come to the door, contact the office to report the recipient was not reachable. Do NOT leave a meal, unless the delivery directions clearly state that a meal can be left. Please offer the extra meal to another recipient on the delivery route or bring the meal back to the office when you return at the end of your route.
- If there is an emergency that you become aware of after entering the home/apartment or that is visible from the door or window, call 911 immediately & then call the MOWOCNC office. Please stay at the residence until EMS arrives.
- If you have ANY QUESTIONS while making deliveries, PLEASE CALL or TEXT the OFFICE so a staff member can help. The phone number is printed (in red) on the delivery direction sheets inside the binder. If you receive the voicemail, please leave a message and a staff person will get back in touch as soon as possible.

Recipient Safety Checks

A safety check is something that delivery volunteers can do to help ensure the safety and wellbeing of our recipients. When delivering a meal, do a quick visual check of the physical environment and the

recipient (if applicable). Does everything seem to be okay? Things to look for include, but are not limited to:

Safety Hazards

- Loose electrical wires
- Things that could cause the recipient to fall (e.g., bad steps)
- A front/back door that does not latch

Recipient Issues

- Illness
- Unusual drowsiness and/or confusion
- Not his/her usual self (e.g., noticeable mood change)

**It is important to remember that this should not be intrusive. Simply be aware of the recipient and his/her surroundings, noting any obvious dangers or issues.*

If necessary, please complete an emergency safety checklist (found in the volunteer binder). If something does not seem right with a recipient and/or his/her/their surrounding environment, please tell the Operations Coordinator when you return from your route. If it is a pressing issue, please call the MOWOCNC office right away. And as always, if it is an emergency, please call 911.

Emergency Situations with Recipients

If someone has fallen, is unconscious or bleeding, do not move the person. Call 911 from the recipient's home or your cell phone for assistance. Then call the MOWOCNC office. Stay with the recipient until EMS arrives. Upon return to the MOWOCNC office, complete an Incident Report form.

Handling Recipient Requests

- Volunteers should not provide recipients with any type of personal care assistance, medical, financial or legal advice or support, or transportation assistance.
- As a Meals on Wheels volunteer, you should not be purchasing or giving a recipient medication, even at the recipient's request. This includes opening medication bottles or packaging.
- If the recipient requests support services, beyond the capacity of Meals on Wheels, please share that request with the Operations staff. The Office will check-in with a family member or alternate contact about the request before any action is taken. If possible, we will share information with the recipient on agencies or organizations that may handle such requests (cleaning services, minor repairs, phone disconnection, etc.).
- At the beginning of each month, recipient bills are delivered with the meals. Some recipients may give you a payment. Please utilize receipts in the binder to mark the payment and return that payment to the Office when returning the binder.
- Periodically, MOW may distribute flyers for opportunities for our recipients from partner agencies that serve the elderly and homebound community. If a recipient completes a form delivered by MOW volunteers, please deliver that form back to the office when returning your binder.

Post Meal Delivery Procedures

- When you return to the office post-delivery:
If there is no designated Clean-Up Volunteer, please clean all storage containers, including cooler(s), milk bag and bins and return them to their marked places.

- spray the blue hot meal bag, black milk bag, and grey bins with cleaning spray. Wipe with a cloth from the bin labeled “Cleaning Supplies.”
- Place the blue warm bag & the black milk bag on the wire cart and put the green bag (for bread) inside the bag hanging on the wire cart.
- Stack grey bins on the top shelf of the wire rack.
- If you have any food items left, place them on the table. The Operations staff will take care of them.
- Return binder and any other items (card envelopes, payments, etc.) to the office and inform the Operations staff or designated volunteer* about anything unusual that occurred during the route, (recipient not home, change in living environment, concerns about recipient’s health, wellbeing or living situation). Follow-up by the Operations staff with the recipient or family may be needed.

**On certain days there may be a post-delivery volunteer who assists the Operations staff with collecting binders, gathering forms/payments and collecting information volunteer drivers may have to share.*

Bakers

We accept baked goods donations, but volunteers must sign-up on-line:

PLEASE PREPARE 24 SERVINGS. Brownies, bars & large cookies are considered a single serving. Small/medium cookies and similar-sized items are 2-3 goodies/serving. Please package in individual wraps/bags--extra appreciation for eco-friendly packaging.



Use the link below to review the dates listed and choose the spot(s) you like. Sign up! It's Easy--you will NOT need to register an account or keep a password on SignUp. com.

Baking for Our Chapel Hill Location:

<https://signup.com/go/QocdvrV>

DONATION DROP-OFF: Baked goods can be dropped off weekday mornings (but not on holidays) from 9:00am-12:30pm at our Chapel Hill location: 632 Laurel Hill Road in Chapel Hill on St. Thomas More's South Campus.

Baking for Our Hillsborough Location:

<https://signup.com/go/yiTTQxF>

DONATION DROP-OFF: Baked goods can be dropped off Mondays, Wednesdays or Thursdays (but not on holidays) from 8:45am-1pm at our Hillsborough location: 113 W. Hill Avenue, South.

Pre-Distribution Meal Set-Up (Chapel Hill)

In the morning when volunteers arrive, each route will have a binder on the table. This binder lists counts for meals, milk, fruit, and dessert.

- 1) There will be a metal cart by the door with blue hot bags, black milk bags, and grey fruit bins on it. Start by putting a numbered hot meal bag, numbered milk bag & unnumbered grey bin on each table with the matching route binder.
- 2) Once all containers are on the table, begin the distribution of food items.
 - a. **Monday** – Most frozen boxes and shelf-stable bags are delivered on Monday. The numbers for frozen boxes, shelf stable bags and fruit bags are found at

the bottom of the binder count sheet. Liquid nutrition (Ensure/Boost) is distributed on Mondays.

- b. **Tuesday** – Remaining frozen boxes and fruit are delivered on Tuesday. The numbers for frozen boxes and fruit bags are found at the bottom of the binder count sheet.

3) Distribution of Food Items – **Fruit**

- a. Fruit is found in the kitchen, either in the fridge or on the counter.
- b. Fruit is distributed based on how long it is expected to stay fresh. The current order is:
 - i. Monday – Strawberries/Blueberries
 - ii. Tuesday – Bananas
 - iii. Wednesday – Oranges
 - iv. Thursday – Bananas
 - v. Friday – Apples/Pears
- c. Each binder sheet lists the number for fruit distribution at the bottom. While you are counting fruit, look on the right side of the binder in the **“Notes”** column to ensure everyone wants the fruit we have that day. If they do not want that fruit, please supplement with a different type of fruit.
- d. On days when berries or grapes are the option, volunteers need to repackage the fruit into snack bags for distribution into bins.

4) Distribution of Food Items – **Dessert**

- a. Dessert can be found on the black bakers’ cart at the end of Set-Up tables or in the white deep freezer in the kitchen.

- b. We have 2 types of dessert, regular or diabetic. The count for each is found at the bottom of the binder sheet.
 - i. How to Tell the Difference: Diabetic desserts have a red dot sticker. Occasionally, bakers will use red smiley faces or red hearts. These do not indicate the desserts are diabetic.

5) Distribution of Food Items – **Meals**

- a. Meals are delivered between 9:20-9:40am. Meals are counted out according to route quantities and placed on a silver tray. (The number on the tray should match the route number.) Route #6 has 2 trays.
- b. Trays are placed in the warmer, in order by route number.
- c. At 10:10am, volunteers should start removing the meals from the warmer and pack them into the blue hot meal bags.
- d. There are several routes that have “No Beef” meals. The stickers for these are kept on the bottom of the Bakers’ Cart in the orange Set Up binder. “No Beef” meals should be labeled with the route number and the recipients’ name. Special meals should be put on top of the other meals in the blue hot bags.

6) Distribution of Food Items – **Milk**

- a. Before milk is put into the bags, ice packs should be placed into the black milk bags.
- b. **PLEASE** check the fridge in the kitchen and use up any milk that you find there before using what the caterer delivers. If any cartons are expired, please throw them away.

- c. Milk is delivered when the meals are delivered. The milk count is found at the bottom of the binder sheet.
- 7) Distribution of Food Items – **Monday & Tuesday – Fruit Bags**
- a. Fruit bags contain 1 of each type of fruit, unless the recipient cannot eat a particular type of fruit, then another can be substituted so there is a total of 5 pieces of fruit per bag. Fruit is placed into the brown bags and then put on the tables beside route bags/binders.
 - b. Fruit bags are labeled with the route number and recipient's name.
 - c. If they are not labeled, the Operations staff has a cheat sheet noting who receives fruit bags.
 - d. This information is also indicated by a "B" in the fruit column or "Fruit Bag" in the column on right side of the binder sheet, in red.
- 8) Distribution of Food Items – **Monday & Tuesday:**
- Frozen Boxes**
- a. On Monday, we receive most of our frozen boxes. When they are delivered by the caterer, they should be placed on the wire metal cart to be labeled.
 - b. The Operations staff will provide a cheat sheet noting who receives frozen meals.
 - c. This information is also indicated by an "S," "NB" or "NP" in one of the frozen meal columns on the binder count sheet.
- 9) Distribution of Food Items – **Monday: Shelf Stable Bags**
- a. Shelf stable bags are stored in the kitchen cabinets, on the counter, or in the drawers on the right side of

the kitchen. IF THERE ARE BAGS WITH BREAD, PLEASE USE THOSE BAGS FIRST.

- b. Please check each shelf stable bag when you label the bag. Each bag should have 5 “main” servings plus sides as well as other items available.
- c. At the bottom of each binder sheet is a count noting how many shelf stable bags should be included on each route.
- d. The Operations staff also has a cheat sheet for clients who receive shelf-stable bags.

10) Distribution of Food Items – **Monday: Ensure & Juice**

- a. Ensure and juice are stored on the metal shelf in the office in a box or bag labeled “Ensure” or “Juice.”
- b. In the right-hand column on the count sheet, there will be notes in red that say, “Ensure on Monday” or “Juice on Monday.” The bag should be labeled with the client’s name and route number.

11) Final Count

- a. Before the items are loaded into the drivers’ vehicles, we need to do a final count to ensure the drivers have the correct number of each of the items.
- b. The final count is listed at the bottom of the binder.
- c. One person should count all the meals, milk, fruit, and dessert for the route.
- d. Once the route has been counted, the volunteer should initial at the top of the binder page to indicate it has been double-checked.

12) Load Up Cars

Volunteer drivers should arrive at 10:30am. (They usually start showing up around 10:10-10:15am.)

- a. When the driver arrives, they will usually have a sign with their route number or will tell you their route number.
- b. Once you have the route number, the driver should pull up to the bike rack to be loaded.
- c. Take all items to the vehicle and place the items where you are instructed by the driver (trunk or back seat).
 - i. Blue Hot Bag
 - ii. Black Milk Bag
 - iii. Grey Bin
 - iv. Route Binder
 - v. Frozen Meal Boxes
 - vi. Shelf Stable Bags
 - vii. Fruit Bags
 - viii. Any Other Miscellaneous Items from Meals on Wheels (Pet Food/Supplies, Flyers, Magazines, Invoices, etc.)

13) Tidy Up

- a. Please wipe down tables and return any extra items to the office/kitchen.
- b. After all the meals are loaded, the room needs to be set up for the drivers' return.
- c. Place the "Cleaning Supplies" bin with clean clothes on the table closest to the front door.
- d. Place the white containers for ice packs on the same table, closest to the door.

- e. Move the warmer from near the kitchen to the end of the wire shelves in the office.
- f. Turn the table that was closest to the warmer back to its correct orientation, parallel to the side walls.
- g. If time permits, please break down boxes and place in blue recycling bins located beside the front sidewalk.
- h. If time permits, please wipe down silver trays that hold meals in the warmer.

Pre-Distribution Meal Set-Up (Hillsborough)

8:45-9am Volunteers arrive:

- Bring in fruit boxes from the car (on Mondays)
- Count and fill fruit bags (on Mondays)
- Bag berries (on Mondays)
- Take out recycling from fruit boxes (on Mondays)
- Move tables outside for meal setup by 9:15am
- Put cards and any other notices to go out in fruit bags (on Mondays)
- Pull out desserts from freezer (if there are any)
- Optional - Microwave hot packs one at a time for 2:45 minutes.

9:15-9:30am

- Volunteers will set up hot meal bags and fruit bags on tables outside. There is a small black folding table beside the freezer for milk bag setup, if needed.
- Put ice packs in milk bags and take outside (Can leave on rolling cart if more convenient.)

- Place printed route count and directions partially underneath each hot bag (so they don't blow away in the wind). Route sheets will be in a box on the rolling cart.
- Volunteers will bring all fruit bags outside and put the correct number beside each route (on Mondays).
 - Check the Diabetic and Special fruit bags (Mondays) are placed with correct routes.
- Place any shelf stable bags by correct routes.

9:30-10am Meals arrive from Spicy Green Gourmet Catering

- Volunteers will unload frozen boxes (on Mondays)
 - Stack high and 3 across on table
 - Keep special meals separate from standard meal boxes on table closest to building.
- Label special meals with name and route number (on Mondays)
 - Move the labeled special meal boxes beside hot meal bags.
 - Standard boxes stay on original table, closest to driveway.
- Volunteers will:
 - Pack hot meal bags
 - Pack milk bags
 - Distribute bread/condiments. (Place in the fruit bags on Mondays.)
 - Double check that correct # of hot meals, milk and fruit bags (Mondays) are beside each route. This information is summarized on the bottom of each route sheet.

10:10-10:30 Drivers arrive

- Some will have empty hot meal and milk bags from previous deliveries. Please bring inside and clean.
- Volunteers will load the following into each car:
 - Hot meal bag
 - Milk bag
 - Fruit bags (Mondays)
 - Special frozen boxes (Mondays)
 - Standard frozen boxes (Mondays)
 - Give driver route sheets. (Check that everything is counted and loaded before drivers pull away.)
 - Extra items such as flowers, or other special items if there are any

10:30-10:45

- Volunteers bring tables back inside
- Wipe out empty hot meal and milk bags
- Roll recycling bin to road (Mondays)

Call Connection

Our Call Connection Volunteers make friendly check-in calls to meal recipients who have opted into the program.

Volunteers must be dependable and reliable, commit to a minimum of six (6) hours of companionship per month for at least 3-6 months and must be at least 18 years old (due to the background check requirement, which is arranged/paid for by MOWOCNC). Clients are called 1-4 times per month, depending on their preference and participants report volunteer hours to our Operation Manager on a bi-monthly basis.



Volunteers must sign our MOWOCNC Volunteer Confidentiality Form and participate in a mandatory PowerPoint training prior to being partnered with participants in the program.

Pet Program

In 2021, MOWOCNC Loves Pets! Pet program was founded. To ensure that recipients are not sharing meals with pets and recognizing the importance of pets to recipients social and emotional health, MOWOCNC has committed to help recipients who are in need of additional support, feed and care for their pets. Pet volunteers will help with specific tasks, including, but not limited to, picking up donated pet food, sorting food into smaller deliverable sizes, calling recipients to learn pet needs, help schedule vet appointments, and deliver pet food and supplies when needed. In addition, volunteers are needed to help develop and build the program.

GENERAL INFORMATION

Staff, Volunteer and Recipient Safety

At MOWOCNC, the safety and wellbeing of our volunteers is paramount. Without question it is every volunteer's responsibility to maintain safe practices whether baking desserts, performing set up/cleanup or driving a route. Volunteers must report any suspected safety hazards or atypical recipient behavior to the Operations staff immediately. No volunteer is required to enter into any situation in which he/she/they feel unsafe. If there is an issue delivering to a particular location or recipient, please report the situation to the Operations staff in your designated area of northern or southern Orange.

The prevention of volunteer injuries and illnesses will be given precedence over fulfillment of volunteer responsibility. If you find yourself in an uncomfortable situation--encountering a belligerent or

unruly person, unsafe location, vicious dog, domestic dispute, or any risk to your safety--these situations are to be reported to the Operations staff or Executive Director, who will make the decision regarding temporary/permanent stoppage of delivery.

No one shall knowingly be permitted or required to drive while his or her ability or alertness is impaired by fatigue, illness or other causes that might expose the individual or others to injury.

Adverse Weather Policy

It is the policy of MOWOCNC to protect employees and volunteers from adverse weather or other conditions of a serious nature. MOWOCNC will close its operations in the instance of bad weather, especially when it may pose a clear and present danger to the safety and welfare of its employees and volunteers. Closings will be communicated via email and posted on our website [www.MOWOCNC.org] as well as through available media outlets. It is recognized that in some individual cases travel may be hazardous even though closing is not warranted. In those cases, everyone is advised to take all reasonable precautions given his/her/their personal circumstances. MOWOCNC expects volunteers to make every effort to complete their volunteer responsibilities but not to place themselves in dangerous driving conditions. MOWOCNC employees and staff will accommodate those volunteers who are unable to complete their volunteer duties because of hazardous weather conditions. Volunteers should assess driving conditions and



notify the Volunteer Coordinator if they are unable to meet their volunteer responsibility that day.

Meals on Wheels America (MOWA)

Meals on Wheels America (MOWA) is the oldest and largest national organization composed of and representing local, community-based Senior Nutrition Programs in all 50 U.S. states, as well as the U.S. Territories. Meals on Wheels Orange County, NC is a member of MOWA. All told, there are some 5,000 local Senior Nutrition Programs in the United States. These programs serve over 2.4 million seniors, delivering 221 million meals per year. Some programs serve meals at congregate locations like senior centers, some programs deliver meals directly to the homes of seniors, and many programs provide both services.

While remarkable, these figures underestimate the size and shape of our network and its reach and influence in communities across America. In addition to the millions of seniors who receive meals, there are many thousands of professionals employed at the various local Senior Nutrition Programs across the U.S. More notable than that is the virtual army of volunteers who also “work” for these programs. It is said that this group, numbering between 800,000 and 1.7 million individuals, is the largest volunteer army in the nation. For more information, please visit www.mealsonwheelsamerica.org.

**Thank you for your commitment to
MOWOCNC and to serving the elderly
and homebound in our community.**