

Span, Inc.



MEALS  on WHEELS
DENTON COUNTY

Volunteer Handbook

A Note from Our Director:

Dear Volunteer,

Welcome to Meals on Wheels! In this orientation handbook you will be provided with the necessary knowledge essential to perform your responsibilities as a Meals on Wheels Volunteer, and as an ambassador for the Span Inc. organization as a whole. Additionally, you will receive further training on the expectations specific to your site location, the area, and clients you will serve. For some of you, all of this will be new information. A few of you may already know much of this information, so this handbook can serve as a refresher. Regardless, our hope is that you will refer to these documents periodically as you progress through your role as a volunteer.

As you deliver meals, you may find that you have questions concerning routes, the people to whom you are taking meals, or the Meals on Wheels process in general. Take comfort that the staff at Span is always available to assist you with any questions or concerns you may have. As you will see later in the packet, you are encouraged to report any unusual circumstances you may observe, as we believe our volunteers are the “eyes and ears” of our Meals on Wheels program.

We hope your experience as a volunteer with Meals on Wheels will not be limited to the logistics of food delivery, please take some time to familiarize yourself with all of our programs. If you identify additional ways to improve our programming or ways to better use your talents and interests, please let us know! Thank you for caring and sharing your time and talent to help those around you!

Sincerely,

*Deborah Robertson
Executive Director
Span Inc.*

Meals on Wheels Denton County

Thank you for your interest in volunteering for Meals on Wheels!

Our Mission: *is to enable people to live as fully and independently as possible by providing nutrition, transportation, and social services to older persons, persons with disabilities, veterans, and the general public. Our vision is to eradicate senior hunger and to eliminate transportation gaps within Denton County.*

Span came into existence back in 1974 when a small band of Denton citizens came together with a shared interest in improving the lives of the county's senior population by increasing independence and community engagement. A year later we gained incorporation status as a nonprofit organization governed by a local board of directors, which remains our structure today.

We strive to be as efficient as possible in accord with the ever increasing senior population within our community. Span provides support services to older citizens so that they can continue to live in their own homes as long as possible and can be as active as they choose to be in the community.

In keeping with our mission, we work to accomplish our vision by concentrating on nutrition and mobility programs for Denton County residents:

Home-Delivered Meals: Span's Meals on Wheels program provides nutritionally balanced meals and socialization to homebound elderly and persons with disabilities

Senior Meal Site Lunches: Our Congregate Meal program, provides nutritionally balanced meals and socialization to seniors in 8 area nutrition sites.

Transportation Services: Span Denton County provides transportation by appointment for residents who live outside the Denton/Lewisville corridor. We also transport Denton County veterans to the Dallas and Fort Worth VA Medical Centers.

Senior Paws: This program delivers pet food on a monthly basis to our home delivered meal clients who might otherwise share their food with pets.

Funding for our services comes partially from Federal and State grants. Specific to our Meals on Wheels program, funding for our nutrition services programming complies with provisions stated in the Older Americans Act Section 330. However to a great extent Span depends on local community member and organization contributions for support.

Span's success can largely be attributed to our many capable and dedicated employees and volunteers, who work with the deep satisfaction of seeing firsthand the difference they can make in the lives of the people they serve. Thus helping to ensure that Span Inc.'s mission continues to serve the Denton County Community. As a volunteer, you are the lifeline of this organization. We truly appreciate your desire to help others.

Thank you!

Harassment, Discrimination, and Confidentiality Policies

Span takes the safety of its clients, volunteers, and employees seriously. If you experience or observe an issue that is discomforting, please report it immediately!

Harassment and Discrimination Policy:

Harassment, discrimination, or offensive conduct, actual or perceived abusive behavior, is prohibited, whether committed by a Span employee, volunteer, or client. These behaviors include but are not limited to the following:

- I. Physical Harassment
- II. Verbal Harassment
- III. Sexual Harassment
- IV. Discrimination based on race, religion, color, age, sex, disability, national origin, marital status, or sexual orientation

A respectful work environment is essential to the operation of our organization. Span neither condones nor tolerates any form of harassment or discrimination. Any unwarranted intrusion that may be reasonable cause of offense, embarrassment, or humiliation or that might be perceived as placing the condition of sexual nature on work rights is strictly forbidden.

Report any instances of abusive behavior immediately to your supervisor. If the incident involves your supervisor, report to the person at the next level of supervision.

Confidentiality Policy:

All volunteers are required, as a requirement of volunteerism, to abide by the following policy concerning confidential information or activities in connection with the performance of service.

Employees and volunteers will make personal contact with our clients. For the safety and protection of our clients all information concerning a client or applicant of Span Inc. is strictly confidential, including but not limited to:

- I. Name
- II. Address
- III. Contact information
- IV. Living conditions/circumstances
- V. Income status
- VI. Physical condition
- VII. Services receiving

All volunteers shall guarantee every person that receives services through Meals on Wheels has the right to personal privacy. Any volunteer that knowingly and deliberately reveals confidential client information to an unapproved source will be removed from their duties.

Volunteer Commitment and Responsibilities

Performance:

If you are unable to deliver on your designated days and times please keep the following in mind:

- Notify your site manager as soon as you realize a conflict has arisen
- Your site manager will have to find another volunteer or staff member to fill in, please allow enough time for this to occur
- No-shows or late-shows, and last minute driver cancellations severely tax our delivery system, creating anxiety for clients who expect meals to be delivered in a routine fashion
- Maintain a valid driver's license and vehicle insurance
- Always lock your car, be aware of surroundings
- Do not enter a yard with an unrestrained pet
- Never solicit a client for business purposes

Delivery:

- Site Managers will provide coolers, route sheets, and any additional documents that may need to be distributed
 - Be sure and read the remarks section as this lets you know specific needs or conditions of the clients
 - All meal delivery equipment should be kept clean, this includes delivery coolers and bags
- We guarantee meal delivery to clients Monday-Friday, between 10:30 and noon
- All meals are prepackaged in sealed containers
- All meals must be delivered within 4 hours of the time hot food is removed from cooking or reheating equipment, therefore it is imperative that:
 - Meals be picked up from allocated site between 10:30 a.m. and 11:00 a.m. and must be delivered no later than noon
 - Always keep hot food hot and cold food cold. Use separate containers to store food during delivery
- Leave a yellow card at the door to let them know delivery has been attempted if the client is not home
 - Do not leave food with someone other than the client, unless specified on your route sheet

Meal Handling:

- Delivering promptly and in safe conditions for consumption
 - If meals are not sealed prior to delivery, discard the entire meal and inform Site Manager. Do not deliver open containers of food
 - Keep food level to prevent spillage
 - Keep hands away from the "drink from" area on milk cartons

Personal Hygiene:

We expect our volunteers to exercise good personal hygiene while volunteering for Span Inc.

- Always wash your hands with soap and water before and after meal delivery
- You are encouraged to carry hand sanitizer to use between deliveries
- Wear clean clothing that is casual and appropriate for the nature of the position
 - Avoid clothing that may create a safety hazard

About Meals on Wheels

Span's Meals on Wheels program serves nutritionally balanced meals and socialization to homebound elderly and persons with disabilities. Our nutritious meals meet 1/3 of the recommended dietary allowance, in accordance with the Older American's Act Section 330. The meals we provide are prepared at a central location and transported to the site locations for distribution via volunteers.

Home Delivered Meals:

Span determines Meals on Wheels eligibility based on the Nutrition Services program guidelines, which includes a client assessment. All applicants must be:

- Ages 60+
- Genuinely home-bound by reason of physical or emotional health
- Unable to prepare nutritious meals for themselves (and have no one else living in the home who could do this for them)
- Living within reasonable proximity of a meal site
- Home to receive meals during designated delivery time
- Assessed by Span staff
 - Caseworkers visit and re-certify Meals on Wheels clients once a year to determine eligibility

Senior Meal Site Lunches:

Clients participating in a lunch program at one of our senior meal sites must:

- Be ages 60+
- Complete intake paperwork, including a nutritional risk assessment

Meals are served at senior meal sites from 11:30 a.m. to 12:00 p.m. Mon-Fri.

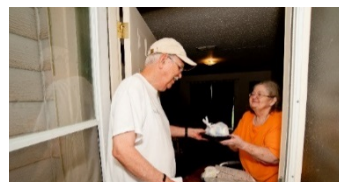
All meals are provided at no charge, however donations are accepted. Individuals under the age of 60 interested in receiving a meal must pay \$5.00.

Senior Paws:

The Senior Paws service through Meals on Wheels provides monthly pet food delivery to our home delivered meal clients only.



Did you know that SPAN home delivered meals are 88% of our client's main food source on a typical day?



93% of our clients attribute the ability to stay in their own homes longer to Span Inc. Meals on Wheels.

Working with Our Clients

The Meals on Wheels program serves the elderly and individuals with disabilities. Our clients are very important to us, we take the responsibility of their health and well-being very seriously. With that in mind, we ask that you:

- Be courteous and respectful to those you serve
- Have patience when delivering meals, it may take a while for them to answer the door
- Knock and speak clearly and of appropriate volume, some clients may have issues hearing or speaking
- Understand that you may be the only visitor the client receives, be cognizant of their need to communicate
 - Try to keep it brief as there are others on your route and you are on a time restriction
- Try to be non-judgmental regarding the clients lifestyle or personal habits
- Handle complaints about the meals, delivery times with courtesy and respect
 - Inform your site manager upon return to the site
- The clients may ask you to run errands for them or perform tasks upon your arrival, you are not obligated in any way to volunteer services beyond meal delivery, you may do as little or as much as you wish

In an Emergency:

- Be calm
- Do not move the person, as this may result in further injury
- Call 911 right away
- Notify your Site Manager or the Span Inc. office
- Reassure the client that all will be well
- Stay with client until help arrives or as otherwise instructed by Site Manager
- Fill out an incident report form stating what happened and turn it in to your Site Manger ASAP.

****In any case report any unusual circumstances you may observe to your Site Manager at the end of your route**

Important Information and Numbers to Know

Span Inc. Administrative Office is located:

1800 Malone St.

Denton, TX 76201

Office Phone: (940) 382-2224

Office Fax: (940) 383-8433

Transportation Line: (940) 382-1900

Email: span@span-transit.org

Website: www.mowdc.org

Hours of Operation

Monday-Friday: 9 a.m. – 5 p.m.

Holiday's Observed

New Year's Day

Martin Luther King Jr. Day

Memorial Day

Independence Day

Labor Day

Thanksgiving

Christmas

*For specific dates, please call our office or refer to our website. In the case of inclement weather, Span Inc. may close for the day if it seems to pose a danger to our volunteers or clients. Volunteers should receive a phone call from their Site Manager informing them of a change. Volunteers can also contact Site Managers, and consult news channels if they are unsure.

Site Distribution and Contact Information:

*** American Legion Hall Senior Center	629 Lakey Denton, TX 76205
** Denton Senior Center	509 Bell Avenue Denton, TX 76201
* Krum First United Bank	960 East McCart Krum, TX 76249
** Lewisville Senior Center	1950 S. Valley Parkway Lewisville, TX 75029
** Little Elm Senior Center	301 Main Street Little Elm, TX 75068
** Pilot Point Senior Center	310 South Washington Pilot Point, TX 76258
** Sullivan Senior Center in Sanger	200 Bolivar Sanger, TX 76266
** The Colony Senior Center	5151 N. Colony The Colony, TX 75056
*** Primrose at Sequoia Park	

*-Home Delivery Only

** -Home Delivery and Congregate Meal Site

*** -Congregate Meal Site Only

Volunteer Training Checklist and Acknowledgement

I acknowledge that I, _____ have been trained in the following:
(Volunteer Name, print name)

Volunteer Initials

- I. Harassment, Discrimination, and Confidentiality Policies _____
- II. About the Meals on Wheels program _____
- III. My volunteer commitment, expectations, and responsibilities _____
- IV. How to work with Span Inc. clients and what to do in emergency situations _____
- V. Important Information and Numbers to Know _____
- VI. A minimum of 30 minutes of volunteer training was conducted by a Span Staff member and/or Span volunteer _____
- VII. I have received, read, and understand the Span Inc. Meals on Wheels Volunteer handbook _____

Volunteer Signature **Date**

Distribution site where I will serve

MOW Staff facilitating training (print name)

MOW Staff Signature **Date**