LOAVES & FISHES CENTERS
The Meals-On-Wheels People

Meals-On-Wheels Driver Handbook

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THANK YOU

for volunteering to deliver meals to homebound seniors.

OUR VISION

No senior will go hungry or experience social isolation.

OUR MISSION

The mission of Loaves & Fishes Centers is to enrich the lives of seniors and assist them in maintaining independence by making nutritious food, social contacts, and other accessible resources. To the extent possible we will also serve disabled and institutionalized individuals.
We accomplish this through an organization that is community-based, emphasizes volunteer involvement, and is financially sound.

OUR VALUES

Integrity

We work in a trustworthy and ethical manner demonstrating honesty and fairness.

Respect

We value the self worth and dignity of individuals and honor their choices.

Inclusion

We are strengthened by diversity of ages, cultures, abilities and ideas.

Creativity

We are innovative and willing to take risks.

Compassion

We treat each individual with care as a member of the Loaves & Fishes family.

Commitment

We demonstrate quality performance and dedication to our mission.

LOAVES & FISHES CENTERS
The Meals-On-Wheels People

General Information

Loaves & Fishes Centers prepares and serves 5,000 meals every weekday. Approximately 2,700 of those are delivered to homebound seniors through the Meals-On-Wheels program. The rest are served in Loaves & Fishes Centers dining rooms. Meals-On-Wheels are delivered between 10:30 a.m. and 1:00 p.m., Monday through Friday, from neighborhood Loaves & Fishes Centers. Weekend supplemental and holiday meals are delivered to the frailest clients.

Meals-On-Wheels Basics

To be eligible to receive Meals-On-Wheels, a senior must be:

- 60 years of age or older; or the spouse of a person 60 or older; or a disabled dependent child residing with an eligible senior.
- Physically or mentally unable to safely prepare a meal.
- Homebound by reason of illness, incapacitating disability or otherwise isolated.

Meals are delivered by volunteers each weekday. Some clients may also qualify for weekend meal delivery and/or supplemental meals.

We Value Our Volunteers

Loaves & Fishes Centers, The Meals-On-Wheels People, recognizes the critical role of our volunteers and we are extremely grateful for their dedication, time and caring. Loaves & Fishes Centers' vision is "*No senior will go hungry or experience social isolation*." More than 9500 volunteers support our vision annually making it possible to never have a waiting list for meal delivery; meals are delivered to homebound seniors within one working day of the request. Often the meal delivered by the Meals-On-Wheels driver will be the only meal the recipient will eat all day and also their only social interaction.

As Meals-On-Wheels clients regain health and strength they are encouraged to visit a Loaves & Fishes Center in their neighborhood for meals. It is better for the overall well-being of the client to be active and involved with the friendly, social atmosphere of dining with other seniors.

DRIVER RESPONSIBILITY

Driver Time Commitments

- Once a month, twice a month or once a week
- Some holidays and one-time events
- You can be an on-call driver and serve as a substitute
- Plan 1-2 hours for delivery time.

Staff Will Accommodate Your Schedule

If your route is difficult to do alone (e.g., parking problems, too many steps up to a house), talk to the center manager about working with a “runner” or talk to a friend about joining you on the route as a passenger. If you have a limited lunch hour, a shorter route may be assigned to you. Meals will be stored in coolers to maintain proper food temperatures and ready for you to deliver when you arrive for your shift.

Requirements for Drivers

- Must be at least 18 years old.
- Pass a criminal background check.
- Must have a valid driver’s license.
- Must have current car insurance.
- Use your own car to deliver meals.
- Must complete a volunteer registration form, sign a confidentiality agreement and standards of conduct agreement.
- Able to work well with a diverse group of individuals.
- Able to be flexible and reliable.
- Physically able to stand, walk and lift 25 pounds.
- Must be courteous and respectful to participants on the meal program.
- Children are welcome to ride along on Meals-On-Wheels routes when the situation is practical and safe for everyone involved.
- Must be willing to support Loaves & Fishes Centers’ mission and values.

Background Checks for the Protection of our Seniors

Loaves & Fishes Centers shall obtain a criminal background check and/or driving records for prospective volunteers working in an unsupervised setting. Volunteers shall be required to provide written authorization for background checks. All personal information will be kept confidential by Loaves & Fishes Centers and will not be shared with external individuals, groups or organizations.

Back ground check-approved drivers must keep a line of sight on non-background checked volunteers for all client interactions.

Auto Insurance

Loaves & Fishes Centers does not assume liability nor carry any applicable automobile insurance for volunteers. If your volunteer activity involves the use of a motor vehicle, it is your responsibility to maintain a valid driver's license and vehicle insurance that complies with state law. The insurance policy must provide a minimum of $100,000 limit of liability, plus uninsured/under-insured motorists' protection. Proof of insurance must be provided and/or confirmed prior to each expiration date of policy.

Registration

As part of the basic registration/application, each volunteer will be asked to sign two important agreements.

1) **"Confidentiality Agreement**" I agree that I shall treat personal information about individual clients (recipients of Loaves & Fishes Centers services) as privileged communications and hold it confidential. I shall not disclose information for any purpose, other than referral of concerns to Loaves & Fishes Centers staff.

2) "**Standard of Conduct Agreement**" All volunteers are expected to conduct themselves in a professional manner and avoid any situation in which personal and/or business interests conflict with Loaves & Fishes Centers or its clients. Loaves & Fishes Centers' volunteers and/or their associates, friends, family or acquaintances may not use any clients' financial situation or health condition for any personal gain. Volunteers may not accept loans, gifts of money, property or payment for services from a client. Assuming positions of guardianship, power of attorney or personal representative on behalf of a client is prohibited. Do not leave business cards, religious or political material or fliers of any kind with clients.

Dress Code

Volunteers are asked to wear clothing that is clean and appropriate for walking and driving.

Signing In

Each day you deliver meals, be sure to sign the daily volunteer form so we can count your volunteer hours. Loaves & Fishes Centers tracks volunteer hours for Federal matching funds.

Standards of Conduct

Please remember to be sensitive and respectful to our elderly clients. It is a special treat for seniors to see young people during meal deliveries. If young children are along on the route, close supervision in homes is required.

Loaves & Fishes Centers drivers are “gatekeepers” and required to report any abusive situation. Seniors are encouraged to report any suspicious or threatening behavior on the part of any volunteer or other individuals to the Center Manager immediately. The number for the center is in the route book.

DELIVERING MEALS

Basic Delivery Guidelines

1. Please arrive on time. If you have any concerns with your schedule, the center manager will work with you.
2. Driver cancellations. Notify your center manager if you are unable to deliver your route. **Please provide as much advance notice as possible so we can find a background check approved substitute**.

Communicable Diseases

Please do not deliver Meals-On-Wheels if you are sick. Our clients are at a greater risk of catching colds and flu, which can be devastating to frail individuals.

Inclement Weather Procedures

In the event of ice or snow, volunteers are asked to assess the situation and determine if they are able to safely deliver meals on their scheduled route. Please contact center staff to confirm your decision (yes or no) on each storm day. If you have a vehicle that is appropriate for bad weather conditions and you are willing to drive, please let your center manager know.

Parking Permits

If you are delivering in downtown Portland, you will be given a permit that allows you to park free in regular, **legal** parking spaces for free while you are delivering meals. Permits must be checked out and returned to center staff daily. **If you park in an illegal spot (loading zone, handicapped, fire hydrant lane) and get a ticket, it is your responsibility to pay the ticket.**

The Meals-On-Wheels Meal

Each noon meal consists of three parts:

- a hot pack that includes the entree, vegetable and starch;
- a cold pack which may include salad, roll, and/or dessert;
- a carton of milk.

Some clients may get additional frozen meals or specially-prepared items as well as donated bread and pet food, when available.

Count Meal Items

Before you leave the center, please check to make sure you have the correct number of hot packs, cold packs, milk, extra food items and daily newspapers (if applicable) as listed on your route sheet(s).

Modified Diets

Bright colored dots are placed on the cold packs (and sometimes the hot packs) to identify special diets. Meals are low in salt and fat, but with a doctor's confirmation, a **red dot** indicates DASH, a diet which is appropriate for those who need diabetic, low cholesterol or low sodium meals. A **green dot** indicates a soft menu. It is very important to make certain that each participant on your route receives the correct diet.

Coolers

Each route has two coolers. One is preheated to hold the hot packs as close to 165º as possible. Routes should be completed as soon as possible to ensure appetizing food, safety and heat retention. The second cooler contains the cold portion of the meal. Ice should always be included in the cooler to keep items as close to 40º as possible. Keep lids on the coolers closed except when retrieving a meal.

Cold pack, milk, hot pack

Route Book

Each route book contains:

- Route sheet(s) with client names, addresses, phone numbers and total number of meals for the route.
- Donation pouch with pencil, keys.
- Maps or street guides.
- Emergency Procedures
- *Food for Thought* newsletters
- Center Manager business cards

Stops on the route are arranged in order of delivery. Please review the example below. Note that Mary Jones receives two frozen meals, one regular hot meal, a cold pack and four cartons of milk. Be sure to check your route sheet(s) carefully before leaving the center and let center staff know if you have questions or concerns. You may have several deliveries in the same apartment building or location.

Route L39 **Friday, December 9, 2011** **Luepke**

Item Summary for Cold Container:

5	**Cold Packs**
1	**Cold Packs with Green Tab**
7	**Cold Packs with Red Tab**
4	Frozen
17	Milk
13	***Total Cold Packs***

Item Summary for Hot Container:

13 ***Total Hot Packs***

Summary of "Do Not Serve" Items:

Meat - Beef
Meat - Beef, Roast
Meat - Pork
Pasta - Lasagna
Pasta - Lasagna, Vegetarian
Seafood - Fish

Doe, John **1234 SW DOE ST PORTLAND OR 97219** **(503) 123-4567**

Deliver:

1	Lunch Combo: 1 Hot Pack and 1 Cold Pack with Red Tab
1	Milk

Doe, Jane **1234 SW DOE ST PORTLAND OR 97219** **(503) 123-4567**

Deliver:

1	Lunch Combo: 1 Hot Pack and 1 Cold Pack with Red Tab
1	Milk

Jones, Mary **4321 NE JONES ST PORTLAND OR 97219** **(503) 987-6543**

Deliver:

2	Frozen
1	Lunch Combo: 1 Hot Pack and 1 Cold Pack
4	Milk

Green house 3rd on right. Deliver to back door, william is legally blind.

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If No One Is Home

If the person does not answer the door, call the name loudly and knock again. The person may be slow to the door or hard of hearing. If you have a cell phone, try calling their number. Check for any special instructions for this client. If there are none, note "No Response" on your route sheet and notify the center manager. You may leave a "We Missed You" card to let the client know you were at the door.

DO NOT LEAVE THE MEAL

Food may spoil if left out too long, endangering the health of our elderly and frail clients. Even if the client leaves a note requesting that a meal be left outside the door, **DO NOT LEAVE THE MEAL**.

* Always return the meal to the center and notify the center manager or Meals-On-Wheels Coordinator. They will check on the welfare of the client and deliver a meal if necessary.

Chat With Clients

Be cheerful, friendly and smile. We encourage you to chat briefly with clients. Social interaction is essential to the mental health of our seniors. It fosters our vision that no senior will go hungry or experience social isolation.

As a Meals-On-Wheels driver, you may be the only person seniors see each day. If you would like to become more involved with a client (e.g., friendly visiting, running errands, etc.), please contact the center manager before proceeding.

Meal Donations

Requirements of the Older American Act and the policy of Loaves & Fishes Centers states that individuals over 60 years of age shall be encouraged to contribute towards the cost of the meals on a "Donate as You Can" basis. Please accept any meal donations offered, place it in the plastic donation pouch in the route book and return it to the center manager. All donations are anonymous and confidential.

Client Requests to Change Meal Service

If a client requests a change in their meal service, please note the request on your route sheet and notify the center manager.

When Your Route is Complete

When you've finished your route, return to the center with the coolers and the route book. Please make notations on the route sheets regarding concerns you might have about a client or if a client has requested a change in meal service, or if a client was not home.

Dine With Us!

Volunteers are invited to share a meal at the center at the conclusion of their delivery route. Feel free to make a donation for your meal.

Reporting Concerns

- While you are delivering meals it is important to report changes or concerns about a client. Please be on the alert for these things:
    - Changes in behavior (uncharacteristic or erratic behavior) such as unusual anxiety, tension, depression or paranoia.
    - Changes in hygiene (unkempt clothing, odor, general appearance).
    - Confusion or disorientation (inappropriate answers to questions, lack of memory).
    - Evidence of emotional problems (depression, grief, talk of loneliness or suicide).
    - Change in eating habits (losing weight, signs that meals are not being eaten).
    - Meals that have been previously delivered are not eaten.
    - Client tells you about problems (financial, personal, requests for help).
    - Information from other sources (neighbors, friends or family members tell you they are concerned).
- Report rude or unacceptable behavior by clients, their family or friends.
- Write any concerns regarding a client on the route sheet and report it to the center manager. You are a gatekeeper, an important link in checking on the client's daily well-being.
- If you encounter unsafe steps, unrestrained dogs, etc., please make a note on the "special instructions" section of the route sheet and bring it to the attention of the center manager.

MORE INFORMATION TO KNOW

Elder Abuse

We are aware of the potential for elder abuse among our clients. If you believe any of the clients on your route are the victims of elder abuse, please alert the center manager immediately and then call the Elder Abuse Hotline in your county to report the abuse you observed: (503) 988-4450 in Multnomah County, (503) 640-3489 in Washington County and (360) 694-8144 in Clark County. In an emergency call 911.

In Case of Emergency

If you encounter an emergency situation (e.g., client has fallen, is unconscious, etc.), immediately call 911 and then call the center manager. The number for the center is in the route book or you may call the Loaves & Fishes Centers main office at (503) 736-6325. DO NOT attempt to lift a client who has fallen or complains of pain. Call anyone the client wants you to call – family, friend or neighbor. Stay with the client until professional help arrives. Never administer medicine to a client (aspirin and Tylenol are considered medicine). Avoid contact with bodily fluids. Contact the center manager if you have concerns. Make the client as comfortable as possible.

If You Are Involved in an Accident

Accidents may include the following:

- vehicle accident
- animal bite
- fall or other injury

If an accident happens:

1. Get the appropriate help as needed (police, fire department, animal control)
2. Report as soon as possible to your center manager and complete an Incident Report provided by the center manager.
3. Report to your insurance company as appropriate.

Volunteer Referrals

We love volunteer referrals! You are part of a special team that delivers meals to nearly 3,000 seniors in Multnomah, Washington and Clark counties each weekday – a mission that could not be accomplished without your dedication. Please refer friends or acquaintances who are available to volunteer to the phone numbers listed on the front page or check out our website at:

www.FeedSeniors.org.

Adopt-A-Route

Consider having your organization, club, group, church or school Adopt-A-Route.

- An organization commits to volunteer one route, one day a week, every week
- Every week the organization sends two people to deliver a route beginning at 10:30 a.m. (one person can do it, but two makes it more fun and quicker). The route is the same every week, which enables volunteers to become familiar with the seniors on the route.
- Deliveries take approximately 1 1/2 hours from door to door, depending on what route is adopted. There are usually 10 to 12 stops.
- Each organization appoints a team coordinator to schedule volunteers, ensure that the route is covered each week and at least one person per shift has completed the Loaves & Fishes Centers background check.