



This is a copy of the Volunteer Handbook for reviewing purposes. The version which you must sign will be emailed to you from DocuSign. Please allow 3 – 5 days to receive the handbook and please check your spam box if you do not receive it.

For questions, please contact:
volunteer@meals-on-wheels.org



Meals on Wheels San Diego County

Volunteer Handbook

We thank you for your interest in joining Meals on Wheels San Diego County and for supporting seniors in your community.

For the safety of clients and to ensure best practices, please review this Volunteer Handbook in its entirety and sign the last page of the document.

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Mission

The mission of Meals on Wheels San Diego County (MOWSDC) is to empower seniors and veterans to remain independent by nourishing their bodies, minds, and spirits. MOWSDC contributes to the overall well-being of seniors by providing regular nutrition and daily contact with caring volunteers.

Volunteer Requirements

MOWSDC's reputation is built on excellent service and quality work. To maintain this reputation, we require the active participation of every volunteer. Each volunteer must be sensitive to the importance of providing courteous treatment in all working relationships.

The opinions and attitudes that seniors have toward MOWSDC may be determined by the actions of one volunteer. Volunteers should not take any client for granted. It is sometimes easy to take a client for granted, but if we do we run the risk of losing not only that client, but his or her associates, friends or family who may also be clients or prospective clients.

Volunteers should deliver meals in a pleasant, non-rushed manner and should treat each client with respect and dignity. Volunteers should maintain a professional demeanor while volunteering; this includes professional interactions with clients, their families, caregivers, and representatives from other agencies.

All volunteers must:

1. Complete a MOWSDC volunteer application;
2. Complete a LiveScan background check;
3. Pay a \$10 LiveScan background check fee;
4. Watch the MOWSDC training video;
5. Review and sign the Volunteer Handbook;
6. Be over the age of 18 or, if under 18 years of age, must be accompanied by a parent/guardian who has completed the application process;
7. Have a reliable, insured vehicle;
8. Have valid driver's license with a clean DMV record;
9. Have a smartphone in order to use our Mobile Meals app;
10. Follow directions that includes maps and special instructions;
11. Be able to lift and carry up to 25lbs;
12. Be able to ascend/descend stairs, enter/exit narrow doorways or passages, and traverse uneven/bumpy/soft surfaces.

VOLUNTEER INITIAL _____

Standards of Conduct

Every volunteer must observe MOWSDC policies and maintain proper standards of conduct at all times:

- The use of alcoholic beverages or illegal substances while volunteering will not be tolerated. The possession of alcoholic beverages or illegal substances on MOWSDC property is forbidden.
- Volunteers cannot accept payments, tips, or gifts from clients.
- MOWSDC's reputation for integrity is its most valuable asset and is directly related to the conduct of its volunteers and interns. Therefore, volunteers must never use their positions for private gain, to advance personal interests, or to obtain favors or benefits for themselves, members of their families, or any other individuals, corporations, or business entities.
- MOWSDC adheres to the highest legal and ethical standards. MOWSDC's business is conducted in strict observance of both the letter and spirit of all applicable laws.
- Volunteers of MOWSDC shall conduct their personal affairs such that their duties and responsibilities to MOWSDC are not jeopardized and/or legal questions do not arise with respect to their association or work with MOWSDC.
- Volunteers must avoid becoming overly involved with clients (i.e., visiting a client or providing any personal service to a client outside of the MOWSDC meal delivery service).

Driving Requirements

Volunteers are required to have their own form of personal transportation, including driver's license and auto insurance. **MOWSDC is not responsible for any damage to volunteers' vehicles, including physical damage, theft, or personal belonging left in vehicles.**

Volunteers are required to carry their own auto insurance at all times, with recommended minimum liability limits of \$100,000 bodily injury per person, \$300,000 bodily injury per accident, and \$50,000 property damage. **We also highly recommend that volunteers check with their own personal car insurance provider to ensure that delivering meals for MOWSDC is covered by their individual policy.**

Volunteers agree to the following when driving for MOWSDC:

- Report any changes in your driving record immediately to your local Service Center.
- Exercise due diligence to drive safely and to maintain the security of the vehicle and its contents.
- Use of handheld cell phones (including texting) while behind the wheel of a moving vehicle is strictly prohibited.
- Volunteers are responsible for any driving infractions or fines as a result of their driving.
- Volunteers must report any auto accident if driving for MOWSDC, regardless of the extent of damage or lack of injuries.
- Volunteers agree to follow all California driving laws.
- Volunteers should not operate vehicles while using or consuming alcohol, illegal drugs, or medications that may affect their ability to drive.

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Delivering Meals Protocols

Volunteers are asked to follow the below protocols when delivering meals:

- Be punctual and reliable. Delivery hours are approximately 10:30 AM - 1:30 PM.
- Meals should be picked up at the assigned location at the designated time.
- Count both hot and cold meals and beverages to be sure they are correct before leaving on your route.
- All meals must be kept in their coolers or hot containers until delivered.
- Meals must never be placed on the ground.
- Please wear the Meals on Wheels badge when deliver meals.
- If a client has any special needs, complaints, or wishes to make meal changes, please notify us and encourage the client to call the Service Center.
- If a client is in need of immediate medical attention, please **call 911** and then call the Service Center. If someone has fallen, **DO NOT MOVE** the person and stay with the client until help arrives.
- If the client is not home or something is amiss, please notify the Service Center immediately. You are our eyes and ears in the field.

Tasks Outside of Meal Delivery

Occasionally, a client may ask you to help with tasks outside of meal delivery, for example taking out their trash or picking up their mail. It is at your discretion if you would like to assist seniors with the tasks unrelated to meal delivery. You are not obligated to complete additional tasks, and it is acceptable to refuse to assist with additional tasks if you would prefer not to. If a senior pressures you or becomes upset that you are not helping with additional tasks, please contact your Service Center. When completing additional tasks for seniors, please ensure the task can be completed in 10 minutes or less to avoid delaying meal delivery for other clients. For tasks you are unable to help with, please submit a Change of Condition alert to notify our Care Navigation Team via the Mobile Meals App. The Care Navigation Team will follow up with the client to see if they can assist with the requested task(s).

Risk Waiver

MOWSDC serves a variety of clients, including clients who may have mental illnesses and criminal backgrounds. MOWSDC conducts a careful review of all properties to ensure volunteer safety and requires all clients to agree to a code of conduct. However, volunteers should be aware that situations may arise outside of MOWSD's control. **Volunteers agree to serve at their own risk.** Any adverse experience with clients should be reported to your Service Center immediately.

Minors

Minors (under the age of 18) may accompany a legal guardian during delivery. Minors should never be left unattended, nor should they deliver meals unsupervised. Volunteers agree to supervisor their minors at all times during delivery.

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Attendance

Please inform your local Service Center as soon as possible if you are unable to do your route or if you will be away for an extended time.

If you are feeling sick, you must not deliver meals under any circumstance. Please notify your local Service Center in order for us to fill the route with another volunteer.

Changes in Personal Data

Changes in name, address, and telephone number should be promptly reported to your Service Center.

Confidentiality of Client Matters

MOWSDC requires each volunteer to maintain the highest degree of confidentiality when handling client matters. No volunteer shall disclose client information to outsiders, including other clients, third parties, and members of one's own family.

Personal Property

MOWSDC is not responsible for loss or damage to personal property. Valuable personal items, such as purses and all other valuables, should not be left in vehicles in plain sight.

Computer Software Licensing

MOWSDC purchases or licenses the use of various computer software programs. MOWSDC volunteers do not have the right to duplicate this computer software or its related documentation. Unauthorized duplication of computer software is a federal offense.

Solicitation and Distribution

Solicitation of clients, other volunteers, or team members is prohibited while volunteering. Distribution of personal literature, including handbills, is prohibited at all times.

Care of Equipment

Volunteers are expected to demonstrate proper care when using MOWSDC's property and equipment. No property may be removed from the premises without the proper authorization of management. If you lose, break or damage any property, report it at once.

Contact with the Media

All media inquiries regarding MOWSDC and its operations must be referred to the Service Center Manager or Administrative Offices.

Harassment

Any form of harassment will not be tolerated. Harassment of third parties is also prohibited.

Reporting Discrimination, Harassment, and/or Retaliation

If you feel that you have witnessed or have been subjected to any form of discrimination, harassment, or retaliation, immediately notify your local Service Center. MOWSDC prohibits retaliation against anyone who, based on a reasonable belief, provides information about, complains, or assists in the investigation of any complaint of harassment or discrimination.

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COVID-19 Protocol

Due to COVID-19, all volunteers must adhere to the following protocol:

- Volunteers may enter clients' homes to deliver meals ONLY with the clients' permission.
- Ask clients if they are comfortable with you entering their homes to deliver their meals. Please be respectful of our clients' boundaries and requests.
- Masks are optional when delivering meals.
- Masks are optional when entering clients' homes unless clients ask you to wear a mask. You MUST wear a mask to enter a home if requested to do so by a client. Please have a mask with you in the event it is needed.
- Always check the "Driver's Special Instructions" on the Mobile Meals App for important information regarding our clients' No Contact/No Entry Delivery preferences.
- For those clients requesting No Contact/No Entry Delivery, leave meals at the door and step back to ensure 6 ft. of distance when interacting with clients.
- Sanitize hands before delivering each meal and/or change disposable gloves between stops.
- Do not volunteer under any circumstance if you are feeling ill.

Questions

For any questions about the Volunteer Handbook, please contact us at volunteer@meals-on-wheels.org or (619) 278-4011.

VOLUNTEER INITIAL _____

Receipt of Volunteer Handbook

I acknowledge that I have received a copy of the Meals on Wheels San Diego County (MOWSDC) Volunteer Handbook and I understand that it contains information about the policies and practices of MOWSDC. I agree that I have read and will comply with the policies and practices detailed in this Volunteer Handbook. **I understand that I am volunteering at my own risk.** I understand that MOWSDC retains the right to make decisions involving volunteers as needed in order to conduct its work in a manner that is beneficial to MOWSDC. I understand that this Volunteer Handbook supersedes and replaces any and all prior Volunteer Handbooks and any inconsistent verbal or written policy statements. I understand that if I do not follow the policies and procedures detailed in this handbook, that I may be terminated from volunteering with MOWSDC.

I understand that MOWSDC reserves the right to revise, delete and add to the provisions of this Volunteer Handbook at any time without further notice. I understand that no oral statements or representations can change the provisions of this Volunteer Handbook. If I have questions regarding the content or interpretation of this Volunteer Handbook, I will ask the Service Center.

Volunteer Name: _____ **Date:** _____

Volunteer Signature: _____

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