

Meals on Wheels Ministry, Inc.

3001 Robertson Rd.
Tyler, Texas 75701
Phone:903-525-0928
Fax: 903-525-0929

Volunteer Profile

Schedule _____

Start _____

***Supervisor** _____

Date _____

Salutation _____ Name _____ DOB _____

Address _____

City _____ State _____ Zip _____

Phone: Cell _____ Email: _____ (For updates /reminders)

Home _____ Facebook _____ (Be our *Friend*)

Work _____ Employer/School _____

Occupation _____ Length of time _____

Supervisor or Teacher Name _____ Phone _____

Spouse's Name _____ Anniv. Date _____

Have you ever been convicted of a crime? No _____ If yes, explain _____

For the protection of our clients, staff and volunteers, MOWM will conduct Background Checks on applicants. Volunteer applicants under 17 years of age may be excluded.

If you are volunteering through an employer/church/school, please list the name of the agency. _____

If you volunteer elsewhere, please list the agency and supervisor. _____

May we contact you periodically to be a substitute driver? Yes _____ No _____

Would you like to receive our quarterly newsletter? Yes _____ No _____

Would you like to receive more information on other ways you can help MOWM? Yes _____ No _____

How did you learn of our organization? _____

Why do you want to volunteer with us? _____

Emergency Contact _____ Phone: _____ Relation _____

Site Managers: Send Application to Tyler Attn: Debbie Zea Phone: 903-525-0928/dzea@mowmet.org

Application sent From (**Site and Manager**) _____ (Date) _____

Application returned from Tyler (**Date**) _____ Application Status: **Approved** _____

On Hold _____

Volunteer Survey

3-6 Month Follow Up Questionnaire

Volunteer Name

Date

Start Date

Delivery Schedule

Site

Site Supervisor

How did you hear about our volunteer needs?

Did you experience any difficulty becoming our volunteer? (If yes, explain.)

Based on your experience do you feel the orientation was complete? (Any suggestions on processes that need to be explained further during the orientation.)

Do you feel the driving directions are accurate and user friendly?

Are you aware of our Holiday schedule and our Bad Weather policy? (**Offer to mail/email a copy to them.**)
Where applicable, *add e-mail to Volunteer Reporter.*

Are you aware to call **at least 24 hours** in advance of cancelling your scheduled route? (**Review appropriate MOWM Site # to call in your area.**)

Review availability to be a substitute driver. (**Update sub driver list as needed.**)

For applicable sites: Are you familiar with our pet food program for cats and dogs of our clients? (Review distribution is subject to availability/only 1 bag of each type of food per household) *If they are participating, obtain names of clients receiving food and type of food.*

Employee Conducting Survey

Comments:

10/14 dz

Meals on Wheels Ministry, Inc.

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903-525-0928

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Acknowledgement of Receipt of Information

_____ **Volunteer Driver Policy and Procedures**

Initial

I acknowledge that I have received a copy of MOWM Volunteer Driver's Policies and Procedures, Volunteer Code of Ethics, Volunteer Confidentiality Policy and Volunteer Driver Guidelines. I will follow all Volunteer Driver Policy and Procedure Guidelines. If I fail to follow these guidelines, I understand that I will be asked to discontinue my volunteer services.

_____ **Media Release Form**

Initial

I understand that MOWM will have media events and opportunities at this and other facilities. Meals on Wheels may use my name, image, voice, and/or biographical information on radio or television broadcasts, newspaper advertisements, social media and/or any other medium for advertising and/or other promotional purposes. If I am uncomfortable with media exposure I will notify the Volunteer Coordinator and temporarily excuse myself from the area of media presence.

_____ **Criminal Records Background Check**

Initial

I give my consent to MOWM to perform a criminal records check as required for the volunteer position for which I have applied. I understand this information is needed to determine my suitability for volunteer work and positive results may exclude my participation. I understand any false information or misrepresentation on this or any related documents will be sufficient for rejection of my application and/or for discharge should falsification be discovered after I am accepted.

Required Information: Date of birth: _____ Driver's license number: _____

State _____ Exp. _____

****Attach Copy of Drivers License if available**

_____/_____
Volunteer's Signature **Date**

Parent/Guardian's Name/ Relationship (if volunteer is under 18 years of age)

_____/_____
Parent/Guardian's Signature (if volunteer is under 18 years of age) **Date**

For Applicants: Application may be: Faxed : 903-525-0901 E-mailed: Donnaka@mowmet.org
Mailed: P O Box 5475, Tyler , Tx 75712 Delivered: 3001 Robertson Rd, Tyler, Tx 75701
Site Managers: Send application to Tyler Attn: Debbie Zea Phone: 903-525-0928dzea@mowmet.org

Please detach the remaining portion and send
with the volunteer.

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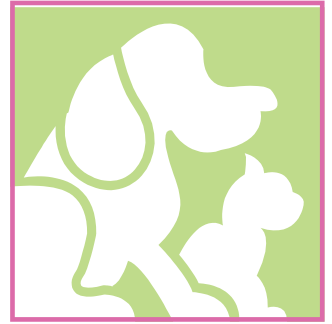
**MEALS ON WHEELS SCHEDULED CLOSINGS
2014 - 2015**

November 2014	Thanksgiving	26th, 27th	(Wednesday/Thursday)
December 2014	Christmas	24th, 25th	(Wednesday/Thursday)
December/Jan	New Years	31st, Jan. 1st	(Wednesday/Thursday)
January 2015	New Years	1st	(Thursday)
April	Good Friday	2nd	(Thursday)
May	Memorial Day	25th	(Monday)
July	Independence Day	2nd	(Thursday)
September	Labor Day	7th	(Monday)
Nov./Dec. 2015	To Be Announced	?	

We routinely follow TISD Bad Weather Closings.

Additional closings may occur during bad weather – contact **903-593-7385** or check your *local news* for recorded notification prior to coming for your scheduled route.

Meals Fur Pets Program



Meals on Wheels has partnered with Pets Fur People to provide cat/dog food for Meals on Wheels Clients. This food is donated by Pets Fur People whose goal is to promote good health and a “forever home” for cats and dogs.

This program enables volunteers to deliver pet food to clients during the normal lunch delivery. At this time we receive food about once monthly. We accept pet food donations and monetary donations from anyone interested in helping us support this program. We hope to grow this program into the rural counties but will need support to accomplish this goal.

NEW MEALS ON WHEELS CLIENTS

Clients interested in joining our Meals Fur Pets Program call **903-525-0928** .
Leave your *name/number/address/type of pet*.

VOLUNTEERS

When the pet food is available and ready for delivery, it will be displayed in the volunteer lounge for pick up. A **Pet Food Distribution Log** will be placed by the assigned route and needs to be filled out and *left at the facility*.

Volunteers are encouraged to notify Meals on Wheels @ **903-525-0928** if they discover clients that have pets but are not in the program. I will need their *name/route/type of pet*.

Any questions may be directed to : Debbie Zea
Community Liaison
Meals on Wheels Ministry
903-525-0928



Volunteer Code of Ethics

Meals on Wheels Ministry, Inc. recognizes the critical role of its volunteers, and is extremely grateful for their dedication, their time and their compassion. Meals on Wheels, Inc. accepts the service of all volunteers with the understanding that such service is at the sole discretion of the agency. **Call us as soon as possible (at least 24 hours in advance) if you cannot fulfill your scheduled delivery day.**

Meals on Wheels Ministry, Inc. asks you as a volunteer to:

Perform your service to the best of your ability, maintaining the clients' interests as your primary focus.

Observe, maintain and protect confidentiality regarding clients, and avoid sharing with anyone information that identifies clients.

Treat proprietary or privileged information involving staff members or other volunteers as strictly confidential.

Avoid activity construed as conflict of interest, i.e. neither accept loans or gifts of money or property from clients nor give gifts of money or property to clients, unless through an organized agency program.

Refrain from offering medical, legal, or financial advice to clients.

Respect the cultural, religious, and political views of clients and refrain from imposing your cultural, religious, and political views on clients.



*** Contact us *at least 24 in advance* if you will not be able to fulfill your route. ***

Tyler Volunteers call: 903-525-0908

Alternate Site _____

Phone #: _____

Volunteer Driver Guidelines

Packaging Procedures

Arrive at the Meals on Wheels Ministry, Inc. facility at 3001 Robertson Road between 10:30am and 12:00pm. If, for any reason, you will be later than 12:00pm, please notify us immediately. All meals must be delivered by 1:30pm. We must know that you are coming to deliver your route. Our senior citizens depend on you!

Please sign in when you arrive to pick up the meals. The meals will be set up in numerical order on carts in the volunteer lounge. For each route, there should be 1 red meal container, 2 paper bags, and 1 milk box. Please check your route sheet for the number of meals and milks you will need and double-check the number you have in your container and bags before leaving the facility.

The route sheet is updated daily. Please always review the route sheet for changes. Never use an old route sheet to deliver meals!

You may choose to bring your own cooler and transfer your meals from the red containers belonging to Meals on Wheels Ministry, Inc.. We ask that if you do choose to deliver the meals with the red container, please return it to our facility or Green Acres Baptist Church on the same day.

Meal Safety

Handle the meals with care, as if you cooked the meal yourself. Keep the meals level when transporting during delivery. When meals are not level, spillage and leakage may occur.

Follow the delivery procedures closely in order to keep hot foods hot and cold foods cold. Packing the food properly and uninterrupted delivery are essential to prevent bacteria from forming, causing food poisoning. During your route, be sure to close your container securely after taking out a meal. This helps to retain safe temperature level.

Strongly encourage your clients to put their meal in the refrigerator if they are not going to eat the meal immediately.

Delivery Procedures

If a *client does not* answer the door:

Please be patient and give the client ample time to get to the door. You may try knocking at another door. If you find a note at the client's home to leave the meal on the porch, in the chair, between the door and screen, or the client has provided an insulated container – **DO NOT LEAVE THE MEAL**. The client may be away from the home longer than anticipated and there is danger of food spoilage.

Attempt to call the client if the phone number is listed on the route sheet.

If a client does not answer the door or phone, please call the Director of Homebound Meals at **903-593-7385 ext. 2910** or your local site manager so they can notify the emergency contact.

Most clients will come to the door to receive the meal. In some cases, a client may ask you to come in and place the meal inside of the home. If the person needs additional help, instructions will be on your route sheet.

Changes in the clients' condition. If you notice any substantial changes in the mental or physical condition of a client or in their living conditions please call the Director of Homebound Meals at **903-593-7385 ext. 2910** or your local site manager so they can notify the case worker .

Personal Safety

Personal Safety of all volunteers is very important. Please review the following precautions.

Dress comfortably. Leave valuables at home or locked in a secure place in your vehicle.

Always lock your car when getting out and check back seat and floor before getting back in the car.

Have your keys ready when approaching your vehicle. **Never leave your car running or the keys in your car while going to the door to deliver a meal.**

Be alert at all times, even in familiar surroundings.

Report any hazards that occur during your delivery, such as dogs, etc.

Use your common sense. Do not walk into a bad situation.

If you find a client in a medical emergency, call 911 and notify Meals on Wheels Ministry, Inc. immediately.

Please call MOWM if:

You will be unable to deliver meals on your regular scheduled day at least 24 hours ahead of time if possible.

You will be later than 12:00pm to pick up your delivery route.

The client does not answer the door. Many times, you are the only personal contact the client has during the day. We must check on people who do not answer the door by calling them or their emergency contact. The Director of Homebound Meals is on the phone a lot while you are out delivering your route. If you get a voice mail, please leave your message including your name, what route you are on, and the person who did not answer the door. We will contact the emergency contact.

You are having difficulty locating an address, so we can help you with directions.

You notice any change in the client's condition or environment, such as:

- Disorientation to time or place,
- Speech,
- Changes in mobility,
- Shortness of breath or labored breathing,
- Inadequate heating or cooling,
- Unopened meal containers from the previous day,
- Safety hazards: dogs, broken steps, etc., or
- Lack of utilities, electric, gas, water, etc.

Meals on Wheels Ministry, Inc.

Client Confidentiality Policy

In the course of the daily activities conducted by Meals on Wheels Ministry, Inc., employees and volunteers will be in personal contact with clients. This often necessitates the sharing of proprietary information concerning Meals on Wheels recipients.

All volunteers are required, as a caveat 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 to all volunteers.

All information concerning any client or applicant of Meals on Wheels Ministry, Inc. is strictly confidential. This includes name, address, phone number, living condition/circumstance, income status, and physical condition. The services received by clients and other similar information, as determined by the Executive Staff, are also strictly confidential. All volunteers shall guarantee every person that receives the services of Meals on Wheels Ministry, Inc. this right to his/her personal privacy.

Any volunteer that knowingly and deliberately reveals confidential client information to any unapproved source will be removed from their duties with Meals on Wheels Ministry, Inc. Instances involving concerns of identity theft or mishandling of client information will be reported to law enforcement agencies for proper review and action.

For inquiries concerning the interpretation of this policy

Michael Powell
Executive Director
3001 Robertson Road
Tyler, TX 75701
903-593-7385