



Diakon Community Services

Meals on Wheels

118 South Centre Street

Suite 1

Pottsville, PA 17901

570-624-3010 or 800-621-MEAL (6325)

570-624-3011 (fax)

MealsonWheels@diakon.org

www.Facebook.com/MealsonWheelsSchuylkill

Meals on Wheels (MOW) Volunteer Training

Purpose:

Training material designed to prepare volunteers working with the *Meals on Wheels* program.

On-site training includes:

- Meeting with Senior Community Center personnel.
- Riding with an experienced deliverer to your assigned route.
- Meeting the *Meals on Wheels* consumers on your assigned route.

Important Information and Numbers to Know:

Mahanoy City Senior Community Center - (570) 773-0738

Pottsville Senior Community Center - (570) 628-3513

Schuylkill Haven Senior Community Center - (570) 385-5611

Shenandoah Senior Community Center - (570) 462-1965

Tremont Senior Community Center - (570) 695-3500

Meals on Wheels Office - (570) 624-3010 or 1-800-621-MEAL (6325)

MealsonWheels@diakon.org

Holidays Observed: (No Meals on Wheels delivery)

New Year's Day

President's Day

Good Friday

Memorial Day

Independence Day

Labor Day

Thanksgiving

Black Friday

Christmas Day

For specific dates, please call our office or refer to our Facebook page.

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Volunteer Driver Responsibilities:

- Each Meals on Wheels driver is required to keep his/her driver license, vehicle registration and auto insurance current and submit license and insurance to the office as each is updated.
- Refrain from using electronic devices, such as, cell phones, PDAs, Laptops, etc. while operating the vehicle.
- Volunteers must exercise due diligence to drive safely and to maintain the security of the vehicle and its contents.
- Any fines, citations or other penalties incurred while on Diakon Child, Family and Community Ministries (DCFCM) business are paid by the volunteer.
- If you cannot work on your assigned day, call the Senior Center where you deliver with as much advance notice as possible.
- We trust you to respect the privacy of consumers by treating their situations in a confidential matter.
- All Meals on Wheels volunteers are prohibited from accepting “tips” or gratuities from consumers or family members.
- Due to the human services nature, we demand the utmost reliability from every volunteer.

Mileage:

- Volunteers are entitled to a mileage reimbursement.
- The difference between Diakon’s reimbursement rate and the IRS’s allowable rate for reimbursement for charitable organizations should be considered taxable income.
- For reimbursement purposes, mileage begins at the Senior Community Center and ends with the returning of bags to the center.
- If you wish to receive mileage reimbursement, mileage forms can be obtained from the Senior Community Center and **must be submitted on a monthly basis** to the Meals on Wheels Office:

Diakon Meals on Wheels, 118 South Centre Street, Suite 1, Pottsville, PA 17901

Insurance Coverage for Volunteers:

- PLEASE NOTE: Any coverage Diakon provides is secondary to the volunteer’s Auto Insurance coverage.
- Diakon’s general liability coverage protects the volunteers for liability arising out of bodily injury and property damage caused to others as incurred in the course of activity of the volunteer.
- The volunteer’s own Auto Insurance coverage is the primary coverage for any damage to their vehicle as well as for any bodily injury and property damage caused to others.
- Any loss of wages incurred by the volunteer, as the result of this vehicular incident, should be covered under the “First Party Benefit” clause of the volunteer’s own Auto Insurance coverage.
- If a volunteer has exited their vehicle and is injured on route from their vehicle to a consumer’s home, liability may lie with the property owner where the injury occurred.

Volunteer Incidents/Injuries:

- All incidents involving Meals on Wheels volunteers must be reported as soon as possible to the Meals on Wheels office regardless of need of emergency room care. (Not to exceed 48 hours after occurrence.)
- If you are injured while volunteering, you must complete the incident report available from center staff or the Meals on Wheels Office.
- The completed form is given to the Meals on Wheels Office.
- The Meals on Wheels Office will review the form and process the information.
- Please seek care immediately if you are injured, the sooner your injuries are treated, the lesser the risk of doing permanent damage.
- Questions concerning a volunteer incident/injury should be directed to the Director of Center Services.

Volunteer Safety:

- In case of delivery cancellation due to inclement weather, the Meals on Wheels staff will make every effort to contact all volunteers as soon as possible.
- Because of the large number of volunteers, sometimes we are unable to notify everyone individually. Cancellations may be found on local radio and TV stations for closing information starting around 8:00 A.M.
- The Meals on Wheels Office may utilize email or text messaging to notify volunteers of delivery cancellations.
- If you are unsure, call the Meals on Wheels office.
- If you are out on your route and conditions deteriorate, do not risk an accident or injury. Deliver the meals that you can safely deliver and call us to report any consumers that you were unable to reach.
- Report any delivery hazards, weather-related or other. Occasionally we encounter safety hazards delivering meals to a consumer's home.

Volunteer Dress Code:

To ensure that consumers are served in a respectful manner, volunteers are expected to dress appropriately for their position and the environment in which they are working, with good grooming and personal hygiene, with safety in mind.

- Pierced jewelry should be tasteful and should not interfere with the physical tasks required for a volunteer's position.
- Tattoos with offensive or questionable language should be covered at all times.
- Identification badges, if issued, are to be worn when in office/center and when representing the agency at professional meetings or in the community. d. Footwear should be safe and appropriate for the environment. Closed toe shoes or sneakers are required when working in center kitchen and delivering meals on wheels. "Flip-flop" type sandals are unsafe and not permitted.
- T-shirts should be neat and clean, free of offensive graphics.
- Tank and "spaghetti strap" tops are not permitted.
- Dresses, skirts and/or long tunics should be no more than two (2) inches above the knee. Ankle or Capri-length pants are permitted.
- Shorts are acceptable and should be no shorter than two (2) inches above the knee.
- Jeans are acceptable but must be neat and clean.

Meal Pickup and Delivery Procedures:

- Smoking and the use of tobacco products of any type are prohibited on all of DCFCM's owned or leased properties.
- When you arrive at the Senior Community Center, please check in with the Center Coordinator to confirm the routes you will be delivering and sign-in.
- At this time you will receive route sheets and any changes to your routes.
- All *Meals on Wheels* are to be packaged in the **insulated** bags.
- These containers are specially designed to keep foods at safe serving temperatures during delivery.
- Failure to use the containers provided causes foods to lose temperature and could put our consumers at risk for food-borne illnesses.
- Meal bags are to be kept closed during meal delivery, helping to maintain food temperature.
- Routes sheets must be secured to clip board provided during delivery.
- Enter time of first and last delivery on route sheet.
- Return meal bags and route sheets to the center or drop off location when you are finished delivering meals and sign-out.

Route Sheets include:

- * Name, address and phone number of consumer.
- * Description (hot entrée, shelf, regular, Opt. B, milk) of meal being delivered,
- * Note for newspaper delivery.
- * **If a consumer does not receive the normal five meals a week delivery** this will be indicated with a notation on the route sheet for that day.
- * Special delivery instructions, such as, use side door, call before getting to home, etc.

Food Safety:

- Food is prepared at the Senior Community Centers according to safety guidelines.
- It is our drivers' responsibility to continue to keep the food safe for our consumers.
- Do not place the meal bags into your vehicle until you are ready to begin delivery. Doing so will cause the food to cool down/heat up and could encourage bacteria growth, putting our consumers at risk.
- Please report any problems with the meals to your Center Coordinator. Any food related concerns that your consumers report, should be passed on to your Center Coordinator.

Consumer Confidentiality:

As volunteers you are entrusted with sensitive information about our consumers. It is essential that all consumers' privacy be respected.

*****Route sheets must be returned to the Senior Community Center immediately following meal delivery.*****

Change of Condition:

Volunteers who deliver meals play a vital role by reporting to Meals on Wheels any health and environmental changes or crises they may have observed during their visits. This includes participants that did not answer their door and changes in behavior and/or surroundings. Reported and suspected issues will be immediately addressed by Meals on Wheels staff to carry-out next steps to ensure the safety, health & wellbeing of the consumer.

What to look for and report to the Meals on Wheels Office:

- **Emergency:** Was there an emergency at the time of delivery? Was it necessary to call 911?
- **Health (Mental/Physical):** Was there a change in the mental or physical health of the consumer since the last time you were at their residence? Were there any new chief complaints? The consumer was reported as being in the hospital (usually reported) or consumer reports being ill, but has not told family or followed up with doctor.
- **Home Environment:** Are there new safety concerns at consumer's residence (broken steps or railing)? Is the home missing the house numbers? Are there extension cords at the residence or other tripping hazards?
- **Mobility:** Is there a change in consumer's mobility? Were they mobile, but now using a cane or walker or confined to a wheelchair or bed?
- **Nutrition/Not Eating Meals:** Are there uneaten meals on the counter, in the refrigerator, or in the freezer?
- **Self-Care/Personal Safety:** Is consumer no longer dressed appropriately and groomed? Does consumer make comments about concerns for their safety? Consumer requests additional help around the residence with basic or more complex self-care tasks.
- **Social Engagement/Community Connection:** Has consumer mentioned a change in their social engagement (family used to visit/check in on them and now they are not)? Has the client recently lost their spouse? Has the client's personalized changed significantly since the last time you visited them?

Elder Abuse Awareness:

Elder abuse includes physical, emotional, or sexual harm inflicted upon an older adult, their financial exploitation, or neglect of their welfare by people who are directly responsible for their care. Elder abuse tends to take place where the senior lives: where their abusers are often adult children, other family members such as grandchildren, or a spouse or partner. Elder abuse can also occur in institutional settings, especially long-term care facilities.

If you are concerned about the care or treatment of a client, report it to staff immediately. Abuse & neglect are serious. Staff will assist you in reporting your concerns to the Schuylkill County Office of Senior Services. If a client is in imminent danger, call 911 and notify the office immediately.

The form of abuse we most often become aware of is abuse in the form of neglect – not enough food in the house, not enough clothing that fits properly, not enough medical care.

Consumer Emergency and Concern Procedures:

- If you are at consumer's residence and there is an emergency, call 911.
- Do not try to move consumer.
- After calling 911, please call the Meals on Wheels office to report the type of incident.
Stay with the consumer until help arrives.
- Be alert to any sudden changes in consumer behavior as many of our consumers are not in contact with other people and may not realize that they need medical attention.
- Always err on the side of caution by reporting concerns if you note a change in consumer behavior, call the Meals on Wheels office. It will be reported to the consumer's emergency contact and the Office of Senior Services.
- Do not lift a consumer who has fallen or has otherwise been injured. In addition to risking further injury to the consumer, you could do harm to yourself.
- Report "No Answers" immediately to the Meals on Wheels Office at 570-624-3010 and do not leave the meal. Inform the Meals on Wheels office what has been done with the meal. You may choose to keep the meal for yourself or give it to another consumer(s) on your route.

You are the eyes and ears for this vital role in the care and safety of our consumers;
report, report, report any of the following:

- * Consumer does not answer the door and/or phone for delivery. Did they leave a note?
- * Consumer answers the door/phone, but refuses delivery of the meal(s).
- * Consumer asks to leave the meal in a cooler (food safety risk).
- * Consumer states they are giving the meal(s) to someone else or there are uneaten meal(s) at the residence.
- * There is a change in consumer's behavior or appearance.
- * Consumer reports or you witness home issues-too hot, too cold, leaks, odors, cleanliness, icy sidewalks.
- * Issues and concerns for your safety; client safety
- * Consumer states they will not be home for a future meal delivery. Also, ask them to call the MOW Office.
- * Clarifications on directions, helpful notes to add to route sheets.
- * The route size is too large or too small. The route can and will change daily depending on holds and restarts.

How does a consumer access and become eligible for the *Meals on Wheels* Program?

To access the program, a consumer should call the Office of Senior Services at 570-622-3103 for a comprehensive assessment. The general criteria utilized to determine eligibility includes: anyone who is 60 years of age or older and is unable to prepare their own meals, has no family or friends to assist with meal preparation or grocery shopping, has no access to a Senior Community Center close to home or has no cooking facilities in their home.

What is the nutritional content of the meals?

Menus are reviewed by registered dietitians to guarantee 1/3 of the R.D.A. for older persons. Each consumer receives an entrée, side vegetable, low fat milk, bread and butter and fruit and/or dessert. Menus, ingredients, and nutrient breakdowns can be obtained by calling the *Meals on Wheels* office at 570-624-3010 or 1-800-621-6325.

Who prepares the meals for delivery?

The Office of Senior Services contracts a food provider to prepare the meals. The meals are received at the centers frozen. Meals are heated to a minimum of 165 degrees at a regional Senior Community Center in compliance with regulation and then packed in insulated bags by volunteers under the supervision of the coordinator(s) at the center. Meals must remain in the insulated bags until the meal is delivered to the consumer.

Who delivers the meals?

The volunteers delivering *Meals on Wheels* generally serve the communities in which they reside. They are neighbors, students, relatives of consumers, people who work for large and small businesses, etc. They may deliver several times per week or once a month. They choose their level of commitment.

Is there a cost?

The Meals on Wheels program follows guidelines established by the Older American's Act of 1965. Qualified Meals on Wheels recipients are not charged a fee for the meals. Consumers may be sent information from the Office of Senior Services donations to help sustain the program. Donations for meals are made monthly on a voluntary, confidential basis to the Office of Senior Services.



Meals on Wheels is managed by Diakon Community Services under a contract with the Schuylkill County Office of Senior Services with funding through the Pennsylvania Department of Aging.