
Metroport Meals On Wheels

Volunteer Driver Guidelines

“Never doubt that a small group of thoughtful, committed people can change the world. Indeed it is the only thing that ever has.”

Margaret Mead



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www.metroportmow.org



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Division Call List

MMOW Office	817-491-1141
Division Coordinators:	
Argyle - Becky Rogers	940-240-1106
Bedford - Rhonda Burns	817-714-2659
Colleyville - Annette Glavan	817-442-5582
Grapevine - Tonya Henderson	817-424-1339
Haslet - Elizabeth Arnett	817-439-2005
Justin - Penny Amack	940-648-2410
Keller - Becky Spain	817-431-5023
Southlake - Charlene Hattner	817-431-9022
Wise County - Jan Van Fleet	817-638-2035
Partner Restaurants:	
Andrew's Restaurant/Argyle	940-455-2595
Harris Methodist HEB Hospital/Bedford	817-848-4827
Willhoite's-Grapevine/Colleyville	817-481-7511
Snooty Pig/Haslet	817-837-1077
Mom's Café/Justin	940-648-2581
Marriott Solana/Roanoke & Trophy Club	817-430-5058
Café de Soliel/Southlake	817-421-0727
Mimosa Manor/Keller	817-431-2518
Tator Junction/Wise Co.	940-433-8117

Welcome to MMOW

Welcome to our volunteer family at Metroport Meals On Wheels (MMOW). Volunteers are the backbone of our program. You are helping fulfill our mission to serve the frail, elderly and chronically ill in northeast Tarrant and southern Denton counties. Our program is a showcase for neighbors helping neighbors.

As a MMOW volunteer, your role is to deliver meals, visit with participants and report any concerns about a participant's health or well being to the Division Coordinator or the MMOW office. In the course of delivering a meal, many volunteers perform simple tasks to assist participants (changing a light bulb, emptying trash, retrieving a heavy object from a high shelf, etc.) provided it does not delay delivery of other

meals. Many special friendships are forged between MMOW volunteers and participants on their routes, however this is not an expectation nor a requirement of MMOW volunteers.

This handbook is designed as an orientation to our organization and a reference for your use. Volunteer duties, facts about our program, important phone numbers and additional volunteer opportunities are included. We hope this information will be of benefit to you and that you will refer to it throughout your service as a MMOW volunteer. If you have suggestions for future editions of this handbook, please contact the Home Delivered Program Director at the MMOW office, 817-491-1141.

Mission

The mission of Metroport Meals On Wheels, Inc. is to be a grassroots volunteer advocate for the elderly and those in need through home-delivered meals, senior center lunch and activity programs and other support services.



History

Metroport Meals On Wheels was founded in 1980 in Roanoke by Kelly Bradley. Volunteers cooked and delivered a noon meal to five participants one day a week. During the next ten years, the program expanded to two, then three, and finally five days a week. As the program in Roanoke grew, we encouraged other communities to model programs after Roanoke Meals On Wheels. Food continued to be cooked in volunteers' kitchens. As a team, four volunteers met at the home of the person cooking the main course. Each volunteer brought a vegetable, a salad or a dessert. They assembled the meals, then delivered them.

Finally, the program outgrew the volunteers' kitchens and meal preparation was moved to a local church. In 1992, Roanoke Meals On Wheels reached a crossroads. There was opportunity for growth, but Roanoke MOW could not do business as usual and respond to increasing needs. While working out at the Solana Club, Kelly looked out the window toward the Marriott Solana Hotel and the light bulb came on. She approached General Manager Brad Robinette and a partnership was born as Cielo Restaurant began cooking meals for Roanoke and Keller Meals On Wheels. All the programs came together and were formally incorporated as Metroport Meals On Wheels in 1993.

Today, MMOW serves home-delivered meals to participants Monday through Friday in Argyle, Bedford, Colleyville, Grapevine, Haslet, Justin, Keller, Marshall Creek, North Richland Hills, Roanoke, Southlake, Trophy Club, Westlake, and Wise County. Some communities also receive meals on Saturdays.

Home Delivered Meal Program

Metroport Meals On Wheels delivers meals Monday through Friday to the homes of those who are unable to cook for themselves. The communities we serve are: Argyle, Bedford, Colleyville, Grapevine, Haslet, Justin, Keller, Marshall Creek, North Richland Hills, Roanoke, Southlake, Trophy Club, Westlake and Wise County. In some communities, we also serve meals on Saturdays.

Volunteers both coordinate meal delivery and actually deliver meals in those communities. New volunteers are screened before being assigned to a volunteer group. A criminal background check is conducted and references are checked on all volunteers.



Homebound Participant Criteria

Participants are accepted into the program based on need. Metroport Meals On Wheels, Inc., in recognition of its responsibility to the community it serves, reaffirms its policy to serve participants as identified in this statement without regard to race, color, religion, sex, national origin, age, disability or veteran status.

We can serve

- Homebound individuals
- Individuals with chronic health issues
- Individuals who cannot cook or shop for themselves
- Isolated individuals
- Individuals recovering or rehabilitating from accident, illness or surgery

Service can be on-going or short term to provide assistance during periods of need.

We are not equipped to serve

- Individuals with a caregiver or housekeeper present four or more hours daily
- Individuals who have strict and unyielding dietary requirements, which cannot be accommodated by the partner restaurants.
- Individuals who demonstrate inappropriate, abusive or violent behavior.
- Individuals who live in an environment which compromises the safety of the volunteer.



Senior Center Programs

Another facet of MMOW's services is providing community luncheons for active seniors in many of the cities we serve. Luncheons are scheduled on different days so that those who wish may attend as many centers as possible. Metroport Meals On Wheels invites all active seniors to join us for any of the luncheons. Reservations are not necessary; drop-ins are welcome.

Tuesdays
2nd & 4th Tuesdays
Wednesdays

Thursdays
1st & 3rd Fridays

Southlake Senior Activity Center
Flower Mound Seniors in Motion
Roanoke Senior Center
Justin Senior Center
Haslet Senior Center
Colleyville Community Center

307 Parkwood, Southlake
3415 Cross Timbers Rd.
12 S. Walnut, Roanoke
415 College, Justin
105 Main Street, Haslet
2512 Glade Rd., Colleyville

Home-Delivery Volunteers Job Description

Metroport Meals On Wheels Home Delivery Volunteers deliver a hot lunch meal to individuals listed on assigned route sheets between 11:00 a.m. and 12:30 p.m. Monday through Saturday.

Responsibilities of this position include

- being available to deliver meals at least once a month utilizing the volunteer's personal vehicle,
- picking up meals and route information at the designated restaurant at the designated time,
- transporting the insulated bags filled with participants' meals from the partner restaurant to the volunteer's car and placing the insulated bags in the car,
- reading maps and following written directions,
- delivering a hot lunch meal to participants listed on the route information sheets,
- being a friendly presence and concerned about the participant's overall welfare,
- notifying Metroport Meals On Wheels office if a participant
 - * does not open the door or
 - * exhibits unusual signs of illness or distress,
- returning the insulated bags and route information to the designated restaurant,
- honoring confidential participant information acquired in the delivery of meals,
 - * following established policies and procedures, and
 - * honoring the Volunteer Code of Conduct.



Volunteer Code of Conduct

We will assist MMOW in providing participants with the appropriate services in a way that does not compromise or endanger the participants' emotional or physical health. If a threat to a participant's health is observed, we will contact the MMOW office.

We will honor our commitment to confidentiality.

We will always abide by the Code of Conduct and the Policies and Procedures for volunteers.

We will cooperate fully with our staff and be open to their guidance.

We will represent MMOW in a positive manner to the community.

We will not represent MMOW while under the influence of alcohol or drugs.

We will not sexually harass employees, participants or other volunteers. This includes unwelcome sexual advances, requests for sexual favors and other conduct of a sexual nature.

We will not take pictures of participants unless permission is granted through MMOW office.

We will not accept monetary or expensive gifts from participants or handle money for participants.

We will respect MMOW's relationships with partner restaurants and report any concerns or problems to the MMOW office.

Metroport Meals On Wheels Volunteer Application

MOW Staff: Mary King Shirley Gailey Julie Preston Karen Malone Darlene Terpening	428 N. Highway 377 Executive Director Business Manager Communications Director Director of Funding & Events Home Delivered Program Director	817-491-1141
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Sadie's Upscale Consignment & Resale Sherry Studer Debbie Morrison Nancy Roddy Pam Soules	432 N. Highway 377 Manager Resale Associate Resale Associate Resale Associate	817-490-0191
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Senior Center Luncheon Programs:

Tuesdays 2nd & 4th Tuesday Wednesdays Wednesdays Thursdays 1st Thursday 1 st & 3 rd Fridays	Southlake Flower Mound Roanoke Justin Haslet Highland Village Colleyville	Darla Fowler Tanya Smith Darla Fowler Amber Angel Kathy Randall Mary Morris Debbie Minea
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Home Delivered Meal Division Coordinators and Partner Restaurants:

Argyle Bedford Colleyville Grapevine Haslet Justin Keller Southlake Roanoke/Trophy Club/Westlake So. Wise County	Becky Rogers Rhonda Burns Annette Glavan Tonya Henderson Elizabeth Arnett Penny Amack Becky Spain Susan Smith Cathy Braunreiter Jan Van Fleet	Andrew's Restaurant Blue Star Catering Willhoite's Grapevine Willhoite's Grapevine Snooty Pig Mom's Café Snooty Pig Mimosa Manor Marriott Solana Tater Junction
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Board of Directors

Mary Pat Black	President
Susan Smith	President-Elect
Judy Youngs	Recording Secretary
Richard Kuhlman	Treasurer
Kelly Bradley	Founder & Advisory Board
Susann Land, M.D.	Past President

Rebecca Barksdale	Candy Miller	Don Redding
Vertalee Coleman	Mike Mlinac	Rob Timmons
Sandy King	Virginia M. Muzyka	Steve Vinson

Policies and Procedures

1. **If you are unable to deliver your route on the day you are scheduled, please notify the volunteer coordinator in your division as soon as possible.**
2. Arrive at partner restaurant as close to pick up time as possible.
3. Pick up route book. The route book provides information on each participant.
4. Pick up appropriate number of meal containers. In most divisions, there is one meal container per participant. In some divisions there are two containers: one contains the hot food; the other, salad, bread, and dessert.
5. Review route sheets prior to delivery and verify that you have the appropriate number of meals.
6. Sign or initial appropriate sheets at the restaurant. This information is confirmation for billing.
7. Each route sheet contains instructions unique to persons on that route. Route sheets provide:
 - Participant names and addresses,
 - the type of meal needed,
 - directions for delivery,
 - special instructions, and
 - updates for participants.
8. Most participants will come to the door to receive the meal. In some cases, you will be asked to take the meal inside. Please check the route sheet for details.
9. Many participants are hard of hearing or have difficulty walking. Knock loudly, announce Meals On Wheels. Allow plenty of time for the participant to come to the door.
10. If a participant does not answer the door:
 - a. **Please do not leave the meal unless there are specific directions to do so or a container with ice is provided.**
 - b. **Attempt to call the participant.**
 - c. **If no answer, please call the MMOW office at 817-491-1141 (Monday - Friday) or Division Coordinator (Saturday) unless instructed otherwise by the Division Coordinator.**
11. Note in the route book what you observed, if necessary. If you notice any of the following changes in a participant, call MMOW at 817-491-1141 (Monday-Friday)
 - a. slurred speech or inability to speak
 - b. changes in mobility
 - c. difficulty in breathing
 - d. disorientation
 - e. extreme dizziness
 - f. inadequate heat or air conditioning
 - g. safety hazards
12. Do not take cash, gifts or donations for meal costs from the participants. Arrangements for meal cost are taken care of through the MMOW office. Participants who are able to contribute to the cost of the meals will be invoiced. MMOW provides services regardless of a participant's ability to pay.
13. While delivering meals, please keep the lid closed on the insulated bags to maintain safe meal temperatures.
14. Return the insulated bags and route book to the restaurant.
15. **Do not leave undelivered food in insulated bags. It spoils!**
16. Give any extra meals away or enjoy a meal for yourself. It is helpful for volunteers to sample the meals periodically to provide feedback on meal quality. If you sample a meal, please call the division coordinator or MMOW office with a meal evaluation.
17. As an MMOW volunteer, your role is to deliver meals, visit with participants and report any concerns about participant's health or well being to the MMOW office or the Division Coordinator. In the course of delivering a meal, many volunteers perform simple tasks to assist the participant (changing a light bulb, emptying the trash, lifting something heavy off of or onto a shelf, etc.) provided it does not delay meal delivery. Many special friendships develop between MMOW volunteers and participants, however, this is not an expectation nor a requirement of MMOW volunteers. MMOW's insurance covers volunteers only during the process of delivering regularly scheduled meals.



Emergency Procedures

Metroport Meals On Wheels serves a population that does have an increased risk of accidents and illness. While we hope none of our participants or volunteers will have an accident or become ill, we must be prepared to provide assistance if needed.

1. If a participant does not answer the door and you have a cell phone, please try calling the participant on the phone. Participants' phone numbers are listed on the route sheet.
2. If no one answers the phone, please call the MMOW office at 817-491-1141 (Monday-Friday)
3. If you suspect that something is wrong, please call the MMOW office at 817-491-1141 (Monday-Friday) immediately.
4. If you find a participant in distress:
 - a. Immediately call 911.
 - b. Make the person as comfortable as possible.
 - c. Do not attempt to move participant.
 - d. Stay with the participant until help arrives.
 - e. To the extent possible and practical do as the participant requests.
 - f. Call the MMOW office at 817-491-1141 (Monday-Friday) for help after dialing 911 unless instructed otherwise by the Division Coordinator.
5. It should be noted that some participants may have signed a "Do Not resuscitate" order. In that case follow the instructions provided by the family. The instruction will be displayed in a prominent manner usually on front door or door of refrigerator.
6. Under NO circumstances should the MMOW volunteer transport a participant to the hospital. If the participant needs to go to the emergency room, s/he needs the attention and care of paramedics.

Tips for Success

1. If you are ill or have any infection, please make arrangements for a substitute to deliver meals.
2. **Smile!** Treat the participant with dignity: address the person by name and be a good listener.
3. Please be sure your hands are clean.
4. Do not smoke in the participant's presence.
5. Please handle the meals with care. Keeping the meals level will prevent leakage.
6. Keep the lids on the insulated bags closed. This will keep the meals as hot or cold as possible.
7. Do not give medication.
8. Do not make a promise you cannot keep.
9. Do not transport participants. If they need transportation, please ask them to call the MMOW office.
10. Many participants are diabetic and cannot eat sweets. If you wish to bring a treat, be careful not to disrupt the participant's diet, especially diabetics.
11. **Be observant!!** Remember you may be the only person that the participant will see or talk to that day. Notify the division coordinator of any thing that does not seem right. Nothing is too small to be noted.
12. **After meal delivery, congratulate yourself on a job well done!!!!**

Congratulations!



Training Procedures

Applicant

- receives a volunteer packet.
- completes paperwork: Application, Consent for Criminal Background Check, Liability Release, Confidentiality Agreement and Photo Release
- returns all paperwork to MMOW along with copy of applicant's driver's license and insurance certificate. All license and insurance documents must be valid and current when received and at the time the applicant is scheduled to volunteer.

MMOW

- submits paperwork for Criminal Background Check
- requests information from references
- Upon receiving Criminal Background Check clearance and appropriate responses from references, MMOW schedules applicant for a training meeting with Home Delivered Program Director, Division Coordinator or designated Division Trainer. Training includes
- a supervised total meal delivery experience that includes picking meals up at the designated restaurant, delivering the entire route and interacting with participants and returning the insulated bags and route sheets to the restaurant;
- thorough review of MMOW's
 - * Policies and Procedures,
 - * Emergency Procedures,
 - * Tips for Success and
- A question and answer session.

Meal delivery takes approximately one to one and a half hours. If the supervised meal delivery is a success and the applicant is satisfied with the volunteer assignment, then s/he will be notified and assigned a route on the division calendar. Most volunteers deliver meals on a once-a-month basis.

Risk Management Procedures

Every effort will be made to ensure safe meal delivery

- All meals will be packed in insulated bags
- Meals will be picked up and delivered in timely manner
- Drivers will be trained in techniques to retain maximum food temperature
- Meals will not be left if the participant is not at home unless participant has made prior arrangements for the meal to be left safely and without danger of spoiling.
- Division coordinators and/or MMOW's Home Delivered Program Director will drive routes to be sure roads are accessible.

MMOW will strive to ensure participants' safety

- MMOW will screen volunteers
- Only volunteers who receive a positive assessment after training will be assigned to deliver meals
- Only MMOW volunteers will deliver meals.
- *MMOW will interview all participants in their homes prior to initiating service*
- MMOW will make annual home visits for all participants, more frequent if circumstances warrant

Every effort will be made to provide a positive experience for the volunteer

- MMOW will make every effort to provide volunteers with appropriate information
- Volunteers will be trained before being scheduled to make unsupervised meal deliveries.
- Volunteers will be provided with emergency phone numbers for MMOW
- MMOW will be responsive to volunteers' concerns about circumstances they encounter in delivering meals
- Participants will be advised that volunteers only deliver meals and do not perform personal errands.
- MMOW will not knowingly schedule a volunteer to make a delivery in an unsafe environment.
- MMOW will advise the volunteer when a participant's condition could create awkward or difficult situations for the volunteer.

Volunteer Acceptance Policy

It is the goal of Metroport Meals On Wheels, Inc. (MMOW) to create an atmosphere of respect and support for its participants. Volunteers serving as agents of MMOW have access to homes and confidential information about program participants. Because the elderly and ill are an “at risk” population, MMOW strives to screen any person who could jeopardize the physical, emotional or personal well-being of any participant or the safety of any participant’s property from the program. One tool in achieving that goal will be the use of criminal background checks for all volunteers whose responsibilities include regularly scheduled delivery of meals or goods or in any way independently accessing the home of a Metroport Meals On Wheels participant.

MMOW reserves the right to disqualify a volunteer applicant based on a prior history of criminal conduct, including warrants, pending charges, convictions, charges resulting in non-conviction, such as probation or deferred adjudication and convictions subsequently expunged from the applicant’s record as a result of appropriate legal proceedings.

If MMOW determines that an applicant has a background of one or more crimes involving violence or injury to an adult, child or animal, sex related offenses, theft, burglary, robbery, fraud, forgery, embezzlement, misappropriation of funds, credit card abuse, identity theft, sale or delivery of controlled substances, it is grounds for disqualification.

If, in conducting interviews with the applicant and the applicant’s personal references, information is forthcoming that mitigates the circumstances of an offense, upon discretion of the professional staff of MMOW, generic information about the applicant and offense may be presented to the Executive Committee of the MMOW Board of Directors for final assessment. Information presented may not contain any identifying data (name, address, race, specific job title, etc.) that would convey the identity of the applicant.

Expanded Background Checks

Metroport Meals On Wheels utilizes the services of the Volunteer Centers of Dallas County and Tarrant County to conduct Texas background checks on applicants. The consent form is supplied by the Volunteer Centers of Dallas County and Tarrant County and must be signed by the applicant, regardless of the applicant’s county of residence, before the process can be implemented. Applicants who have not lived exclusively in the State of Texas for three consecutive years preceding the date of application will be subject to a search that could include counties and/or states of residency during that three-year period.

Applicant Grievance Process

Metroport Meals On Wheels, Inc. participates in a criminal background checks process provided by The Volunteer Center of Tarrant County. The Volunteer Center has been authorized by the Texas Legislature as the recipient agency for such information from the Texas Department of Public Safety. Metroport Meals On Wheels, Inc. will screen all volunteers through written consent. Metroport Meals On Wheels will **only** receive records back from The Volunteer Center of Tarrant County of a search that yields an offense on record. An applicant who disputes reports received from the Texas Department of Public Safety may request the opportunity to review his/her criminal history record transcript at Metroport Meals On Wheels, Inc.'s office. Metroport Meals On Wheels, Inc. is specifically prohibited from providing the transcript, or a copy thereof, to the applicant. An applicant who wishes to dispute the Criminal History Record Transcript must:

1. Notify Metroport Meals On Wheels, Inc. of his/her dispute in writing.
2. Fill out the appropriate forms to be sent to the Department of Public Safety.
3. Complete a fingerprint card.

This information will be sent to the Texas Department of Public Safety. If it is determined that the record is indeed the applicant's own record and the applicant feels that there is a mistake in the criminal record, the applicant must write a letter specifying the area of concern. An investigation will be conducted to determine whether or not an error has been made. The letter should be addressed to

Texas Department of Public Safety
Error Resolution Department
P.O. Box 15999
Austin, TX 78761-5999

Please note that the responsibility will rest with the applicant to prove that the records contained in the Criminal History Record Transcript were in error.