

MEALS ON WHEELS
A Division of Voluntary Action Center
Volunteer Orientation

Thank you for so generously giving your time to Meals on Wheels (MOW). Without your help, we couldn't touch the many lives we do.

To help make your volunteer experience as easy and rewarding as possible, we hope to answer (below) any questions you may have. Certainly feel free to call us at 815-758-3932 option 2, with any questions or concerns.

- Location:** MOW is located at Voluntary Action Center, 1606 Bethany Rd, Sycamore. Please enter on the west side and proceed to back building. Be aware of buses and other vehicles.
- Time:** We ask that you arrive at MOW between 10:45- 11am and make your arrival known to the coordinator before departing with the meals. Depending on the route, delivery usually approximately 1 hour. We ask that you sign our volunteer register prior to departure and on your return.
- Routes:** All deliveries are organized in geographical order. At the time of arrival, you will receive the route sheet. Our staff is always available if you have any questions about location. In addition, maps are available for your use.
- Arrival:** Some of our clients may be hearing or mobility impaired. Please knock loudly and allow extra time for a response. If you find that someone is not home, please ***immediately call*** our office ***at 815-758-3932 ext 232*** for instructions. Meals must be delivered to a person and cannot be left unattended.
- Food Containers:** MOW provides all containers needed for meal delivery.
- Closings:** In case of inclement weather, the closing of our program will be announced by WLBK (1360 AM).

Special Considerations: For personal safety and food safety, we ask that you not provide personal care or health care such as cleaning an individual or medication monitoring. These activities could put you and the client at risk. Many of our clients are highly susceptible to minor illnesses we may carry, or care done improperly could result in injury.

If while delivering a meal you observe any unusual behavior or unsafe situation let the Meals on Wheels coordinator know. We will contact family or supportive services. In case of a medical emergency contact 911 immediately and then our office.

The privacy and confidentiality of Personal Health Information (PHI) is of vital importance. We ask MOW volunteers to agree not to share any PHI of VAC MOW clients in accordance with HIPAA guidelines with anyone other than VAC MOW staff.