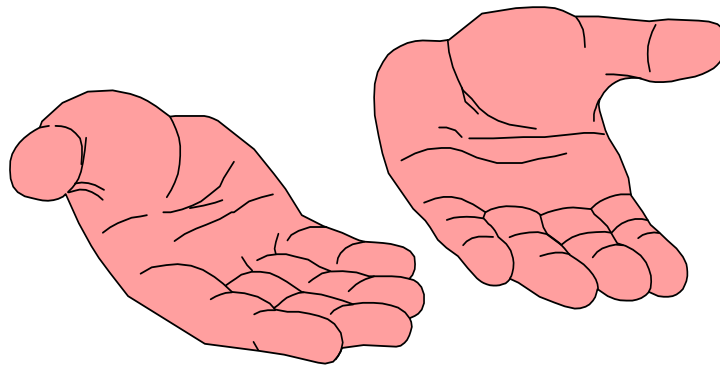




# Volunteer Handbook



2817 Millwood Avenue, Columbia, SC 29205

Phone: 803-252-7734

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## WHAT IS MEALS ON WHEELS?

Today's nutrition programs go back to Great Britain during WWII(1939). MANY Britain's lost their homes during blitz by the Germans. The Women Volunteer Services for Civil Defense took it upon themselves to open food canteens for there neighbors and solders which many referred to as MOW. Following the War the US began it's own senior meal program in Philadelphia in 1954, and the second city known to have a program was in Columbus Ohio. Rochester NY began a pilot program in 1958 by the NY Health Administration. In 1965 the Older American's Act was authorized providing funds for elder- programs.

In 1967 Senior Resources a private non-profit organization was founded which served the Midlands area (including Richland and Lexington County) Private Non-profit. 1974 the first congregate nutrition programs began in the midlands. In 1975 the first MOW were delivered (1000 meals served.) 1982 Lexington County took over there own nutrition programs. Over 100,000 MOW were served in 2006.

### **What is the need?**

The number of people who could benefit from Meals On Wheels grows by at a rapid paste each year, and will continue to grow as our population ages. As the need for Meals On Wheels grows, so does the need for meal delivery volunteers

### **Who receives Meals On Wheels?**

Persons, who live alone, are unable to shop or prepare meals, are primarily homebound, and have no family member or responsible person to prepare meals regularly may qualify to receive this service. For some people it is a temporary solution while recuperating from an illness; for others it is a permanent solution to maintaining their independence and continuing to live in their own homes.

### **How can an individual receive meals on wheels?**

Persons may apply for themselves or be referred by a doctor, another agency, family member or concerned individual. Home visits are made to assess need.

### **What is the cost ?**

Depending on income, some recipients are asked to pay the full cost. Others are asked to give a contribution for their meals. However, no one is denied a meal based on income.

### **How does Meals On Wheels work?**

Meals, prepared by a caterer, are packed and delivered by volunteers Monday thru Friday. It takes over 400 volunteers weekly to provide this service.

## **VOLUNTEER OPPORTUNITIES**

VOLUNTEERS ARE NEEDED TO PACK AND/OR DELIVER MEALS DURING THE HOURS OF 9:00 AM AND 12:00 PM DEPENDING UPON THE WORK SITE.

### **TRENHOLM ROAD UNITED METHODIST CHURCH**

3401 TRENHOLM RD.  
COLUMBIA, SC 29205  
PACKING— 9:15 AM-10:30 AM  
PICK UP FOR DELIVERY 10:45 AM— 11:45 AM

### **WESTMINSTER PRESBYTERIAN CHURCH**

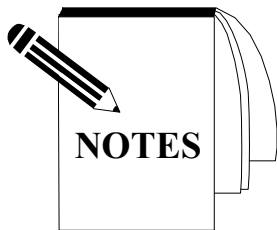
1715 BROAD RIVER ROAD  
COLUMBIA, SC 29210  
PACKING - 9:00 AM-10:15 AM  
PICK UP FOR DELIVERY 10:30 AM-11:00 AM

### **PACIFIC PARK**

200 WAYNE ST.  
COLUMBIA, SC 29201  
PICK UP FOR DELIVERY 11:45 AM-12:15 PM

## **RSVP**

IF YOU ARE 55 YEARS OR OLDER? PLEASE REGISTER WITH OUR RETIRED & SENIOR VOLUNTEER PROGRAM. MORE INFORMATION ABOUT THIS PROGRAM IS AVAILABLE UPON REQUEST .THERE ARE BENEFITS FOR THE VOLUNTEER IF REGISTERED WITH THIS PROGRAM.



## JOB DESCRIPTION FOR PACK-

- PLEASE ARRIVE AT THE SITE AT THE SCHEDULED TIME. (9:00AM)
  - PLEASE DON'T ARRIVE EARLIER THAN SCHEDULED AS THE SITE MANGER HAS PAPER WORK TO BE COMPLETED BEFORE PACKING BEGINS.
  - ALLOW **1 1/2** HOURS FOR PACKING.
  - NO TRAINING IS REQUIRED FOR PACKING.  
YOU LEARN WHILE PACKING ON YOUR FIRST DAY.
  - **ALWAYS** WASH HANDS BEFORE BEGINNING.
  - **ALWAYS** WEAR PLASTIC GLOVES.
  - ASSIST SITE MANAGER IN PACKING OF FOOD.
  - ASSIST THE SITE MANAGER WITH CLEAN UP ONCE PACKING HAS BEEN COMPLETED.
- 
- CALL THE VOLUNTEER COORDINATOR IF YOU CAN'T BE THERE AT YOUR SCHEDULED TIME (803-252-7734).
  - IF YOU LEAVE A MESSAGE, PLEASE MAKE SURE YOU LEAVE YOUR FIRST AND LAST NAME, THE DAY YOU ARE SCHEDULED TO WORK AND THE SITE NAME.
  - IF CALLING AFTER HOURS, PLEASE DIAL EXTENSION **242**.



## JOB DESCRIPTION FOR DRIVERS

- PLEASE SEE THE SCHEDULED PICK UP TIME FOR YOUR ASSIGNED SITE.
  - IF FOR SOME REASON YOU CAN'T DELIVER AS SCHEDULED, PLEASE CONTACT THE VOLUNTEER COORDINATOR AS SOON AS POSSIBLE.
  - ALLOW **1 1/2** HOURS FOR PICK UP AND DELIVERY.
  - YOU WILL NEED **TWO** COOLERS FOR DELIVERY. ONE WILL BE USED TO KEEP THE HOT FOOD WARM. THE OTHER FOR THE COLD ITEMS. ONE COOLER SHOULD BE ABOUT 26 QUARTS. THE OTHER CAN BE SMALLER.
  - UPON ARRIVAL CHECK IN WITH THE SITE MANAGER, AND PICK UP YOUR ROUTE SLIP. ALWAYS GET A NEW ROUTE SLIP AS THEY CHANGE DAILY.
  - THE VOLUNTEERS FOR ALL SITES WILL BE RESPONSIBLE FOR GETTING MILK OUT OF THE COOLER FOR THEIR ROUTE. VOLUNTEERS AT TRENHOLM ROAD WILL ALSO NEED TO COUNT OUT BREAD, FRUIT AND ETC. THE SITE MANAGERS WILL GIVE YOU THE MEALS TO BE DELIVERED FOR THAT DAY. PLEASE MAKE SURE YOU HAVE THE RIGHT AMOUNT OF REGULAR AND SPECIAL MEALS BEFORE LEAVING TO AVOID BEING SHORT ON YOUR ROUTE.
  - PLEASE COUNT BEHIND THE SITE MANAGER TO MAKE SURE THEY HAVE GIVEN YOU THE CORRECT NUMBER OF SPECIAL/REGULAR FOOD TRAYS.
  - PLEASE **DON'T LEAVE THE MEAL** IF THERE IS NO ONE HOME TO ACCEPT IT. LEAVE A DOOR HANGER ON THE DOOR TELLING THEM YOU ATTEMPTED TO DELIVER THE MEAL. DOOR HANGERS MAY BE PICKED UP AT THE SITE. IF YOU FIND YOURSELF WITHOUT A DOOR HANGER, A NOTE WILL DO.
  - IF A CLIENT IS NOT HOME, YOU MAY GIVE THE MEAL TO ANOTHER CLIENT ON YOUR ROUTE. WE DELIVER REGULAR AND SPECIAL MEALS. A SPECIAL MEAL WILL BE MARKED WITH AN "S". IT IS IMPORTANT TO REMEMBER TO GIVE A CLIENT WITH SPECIAL WRITTEN BY THEIR NAME ONLY A MEAL MARKED "S". A CLIENT THAT RECEIVES A REGULAR MEAL MAY RECEIVE EITHER ONE.
  - IF THE CLIENT IS NOT HOME , PLEASE CALL THE OFFICE AS SOON AS POSSIBLE AND REPORT IT.
  - IF THE NAME IS GRAYED OUT ON YOUR ROUTE SLIP. THE CLIENT IS OFF FOR THE DAY .
- [Joe Doe 2817 Millwood Avenue Columbia, SC 29201](#)
- PLEASE BE SURE TO HAVE CLEAN HANDS WHEN DELIVERING CLIENT FOOD. HAND SANITIZER WIPES ARE AVAILABLE AT THE SITE. PLEASE SEE SITE MANAGER FOR THEIR LOCATED AREA!

EACH SITE HAS A WINDOW OF TIME FOR DELIVERY PICK UPS. IF YOU DON'T ARRIVE IN THAT WINDOW OF TIME, YOU WILL BE CALLED. PLEASE DON'T BE OFFENDED. THE BEST VOLUNTEER FORGETS OR HAS SOMETHING HAPPEN.

## OTHER VOLUNTEER OPPORTUNITIES

VOLUNTEERS ARE THE BEST RECRUITERS FOR NEW VOLUNTEERS. PLEASE PASS THE WORD OF OUR NEED FOR HELP TO YOUR FRIENDS, FAMILY, CHURCHES, CLUBS, ORGANIZATIONS, ETC. WE APPRECIATE THE TIME AND EFFORT IT TAKES TO HELP IMPROVE THE QUALITY OF LIFE FOR THE ELDERLY AND DISABLED OF RICHLAND COUNTY.

SUBSTITUTE VOLUNTEERS ARE NEEDED TO REPLACE A REGULAR VOLUNTEER WHEN THEY ARE UNABLE TO DELIVER. A SUBSTITUTE WILL BE CALLED AS SOON AS IT'S KNOWN A REGULAR DRIVER CAN'T BE THERE. THIS MAY BE A WEEK BEFORE, A DAY BEFORE, OR AT THE LAST MINUTE. AS A SUBSTITUTE, PLEASE DON'T FEEL BAD IF YOU HAVE TO SAY NO. THE TIME YOU HELP WILL BE THE TIME NO ONE ELSE WAS AVAILABLE .

## THANKSGIVING

MEALS ON WHEELS WILL DELIVER EARLY THANKSGIVING MORNING. NORMALLY WE USE SUBSTITUTES TO GIVE OUR REGULAR VOLUNTEERS THE DAY OFF. IF YOU WOULD LIKE TO PACK OR DELIVER THANKSGIVING. PLEASE CALL THE VOLUNTEER COORDINATOR. IF WE DON'T HEAR FROM YOU, WE WILL ASSUME YOU WILL NOT BE THERE.

## WELLNESS CENTERS

BELOW ARE A LIST OF OUR WELLNESS CENTERS WHERE THERE ARE VOLUNTEER OPPORTUNITIES ALSO. MOST OF THEM USE VOLUNTEERS TO DELIVER AND PACK MEALS FOR MOW. THEY ARE ALSO IN NEED OF VOLUNTEERS FOR THEIR ACTIVITY PROGRAMS. IF INTERESTED IN VOLUNTEERING PLEASE CONTACT THE SITE MANAGER.

### **BLYTHEWOOD WELLNESS CENTER**

KILLIAN PARK, 1424 MARATHON ROAD  
BLYTHEWOOD, SC 29016      PHONE 803/786-2826  
CLOSED FRIDAY      HOURS 9:00AM-1:00PM

### **BISHOP AVENUE WELLNESS CENTER**

6429 BISHOP AVENUE  
COLUMBIA, SC 29203      PHONE 803/691-1489  
MONDAY-FRIDAY      HOURS 9:30 AM - 1:30 PM

### **EASTOVER WELLNESS CENTER**

117 HENRY STREET  
EASTOVER, SC 29044      PHONE 803/353-0532  
MONDAY-FRIDAY      HOURS 9:00AM-1:00PM

### **HOPKINS WELLNESS**

150 HOPKINS PARK  
HOPKINS, SC 29061      PHONE 803/776-2354  
MONDAY-FRIDAY      HOURS 9:00AM-1:00PM

### **OAK READ WELLNESS CENTER**

2211 READ STREET  
COLUMBIA, SC 29204      PHONE 803/254-1096  
MONDAY-FRIDAY      HOURS 9:00AM-1:00PM

### **PACIFIC PARK WELLNESS CENTER**

200 WAYNE ST.  
COLUMBIA, SC 29201      PHONE 803/733-8448  
MONDAY -FRIDAY      HOURS 9:00-1:00PM



**PLEASE CALL THE OFFICE FOR VOLUNTEER OPPORTUNITIES AT THIS SITE.**

## MEALS ON WHEELS OFFICE

MEALS ON WHEELS DIRECTOR, EXTENSION.....235  
EMAIL.....SRI09@SC.RR.COM

VOLUNTEER COORDINATOR.....242  
EMAIL.....SRI04@SC.RR.COM

MEALS COORDINATOR.....241  
EMAIL.....PCATHEY@SENIORRESOURCESINC.ORG

PROGRAM ASSISTANT.....239

OFFICE ASSISTANT.....240

WELLNESS CENTER COORDINATOR.....236  
EMAIL.....PGIBSON@SENIORRESOURCESINC.ORG

## HOLIDAYS

SENIOR RESOURCES WILL OBSERVE THE FOLLOWING HOLIDAYS .PLEASE CHECK YOUR CALENDAR AND THE SITE YOU DELIVER FROM FOR THE EXACT DATE WE WILL BE CLOSED. IF YOU HAVE ANY DOUBT ABOUT MEALS ON WHEELS DELIVERING ON A CERTAIN DAY PLEASE CALL THE VOLUNTEER COORDINATOR AT 252-7734.

**INDEPENDENCE DAY**

**LABOR DAY**

**THANKSGIVING**

**CHRISTMAS DAY**

**CHRISTMAS**

**NEW YEARS DAY**

**MARTIN LUTHER KING JR. DAY**

**PRESIDENTS DAY**

**SPRING HOLIDAY**

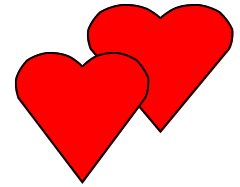
**MEMORIAL DAY**



## VOLUNTEER BULLETIN BOARDS

AT YOUR SITE YOU WILL FIND A VOLUNTEER BULLETIN BOARD. THIS IS WHERE YOU WILL SEE YOUR MONTHLY CALENDARS AND ALL VOLUNTEER INFORMATION AND UPDATES. PLEASE BE SURE TO CHECK THIS BOARD FOR UPCOMING VOLUNTEER EVENTS SO THAT YOU DON'T MISS OUT ON ANYTHING PLANNED FOR VOLUNTEERS.

## CONCERNS TO LOOK FOR:



- SEVERAL DAYS OF PARTIAL OR UNEATEN FOOD TRAYS LEFT IN VIEW.
- OFFENSIVE ODORS
- UNATTENDED PETS
- PILED UP MAIL OR NEWSPAPERS LEFT OUTSIDE
- CONFUSION, DISORIENTATION, FORGETFULNESS, WITHDRAWAL
- DIFFICULTY MOVING AROUND, REPORTED FALLS OR DIZZINESS
- ANGER, DEPRESSION, LONELINESS, ANXIETY
- REPEATED STATEMENTS OF POOR HEALTH, SLEEP DISTURBANCE, LOSS OF APPETITE, DIFFICULTY PAYING BILLS, INABILITY TO AFFORD TRANSPORTATION
- CUTS AND BRUISES
- RECENT LOSS OF SPOUSE, FAMILY MEMBER, FRIEND, PET
- DETERIORATION IN CLOTHING, HYGIENE, GROOMING
- CHANGES IN SPEECH, HEARING, SIGHT, FACIAL EXPRESSION, EYE GAZE, POSTURE
- IF YOU HAVE A CONCERN PLEASE NOTIFY THE OFFICE
- **OFFICE.**

## THE FOLLOWING ARE SUGGESTIONS FOR YOUR RESPONSE TO TROUBLING SITUATIONS:

- USE OF CLIENT'S NAME IN THE CONVERSATION OR GREETING, IDENTIFICATION OF SELF.
- STATEMENT OF PURPOSE OF VISIT.
- SLOW, DISTINCT SPEECH, SHORT SENTENCES, LOWERED VOCAL TONE
- DIRECT EYE CONTACT
- TOUCH TO THE SHOULDER, FOREARM, HAND.
- OPEN-ENDED STATEMENTS (WHO, WHAT, WHEN, WHERE, HOW, TELL ME ABOUT.....)
- PATIENCE, ALLOWING CLIENT TIME TO FORMULATE THOUGHTS, RESPONSES.
- CAREFUL LISTENING, BUT LET CLIENT KNOW WHEN YOU DON'T UNDERSTAND.
- RESTATE CLIENT'S STATEMENT TO OBTAIN CLARIFICATION, ELABORATION.
- EXPRESSION OF CONCERN, CARE AND DESIRE TO TRY TO OBTAIN HELP.  
( DO NOT MAKE COMMITMENTS YOU CAN'T KEEP)

## Emergency Procedure



**IF FOR SOME REASON YOU FEEL THERE IS AN EMERGENCY WHEN YOU ARRIVE AT A CLIENT'S HOME. PLEASE CALL 911. AFTER YOU HAVE CALLED 911. PLEASE NOTIFY THE MEALS ON WHEELS OFFICE.**

**VOLUNTEER  
CODE OF CONDUCT FOR  
MEALS ON WHEELS  
SENIOR RESOURCES INC.**

The Board of Directors and staff extend their appreciation to you for your interest and support.

Your role is that of a caring, responsible citizen who serves persons needing nutritional help and social interchange in an effort to enhance the quality of their lives. As a volunteer you are encouraged to be friendly with the recipients, however never familiar. *You are our ambassador.*

## **GUIDELINES:**

### **1. PRIVACY ISSUES**

Respect the rights and privacy of participants:

- A.** Do not interject or discuss religious beliefs, attitudes, values or offer medical advice.
- B.** Political views are personal and are not to be discussed.
- C.** The recipients we serve are often vulnerable, frail, lonely and at risk of possible exploitation and/or easily influenced. It is our responsibility to accept this and not in anyway take advantage of any information for personal and/or financial gain.

### **2. MONETARY COMPENSATION**

Monies will not change hands:

- A.** No tips or monetary acknowledgements are to be accepted from any participant for delivery of meals.
- B.** All participant meal contributions and concerns are to be directed to the Senior Resources main office at 2817 Millwood Avenue.

### **3. ACTS OF KINDNESS**

Acts of special kindness (included but not limited to shopping, correspondence, and reading) are acceptable but should not become obligatory. Often, the participants wish to convey their gratitude with a small token of their appreciation. During the holiday season this is acceptable.

### **4. JUDGMENTS**

Volunteers are not to judge living conditions or standards - only to serve with care and intelligence. We encourage your observations including but not limited to changes in appearance, behavior, environment, living conditions and/or nutritional habits. All observations should be shared with the Senior Resource office at 2817 Millwood Avenue.

### **5. CONFIDENTIALITY**

Information regarding the participant, including name, address, pertinent information, etc. is strictly confidential. Participants' identities, diagnoses and problems will not be discussed except with the Meals on Wheels staff.

Compliance with this code of ethics is crucial for Meals on Wheels to continue the mission to help people maintain their independent lifestyles. All recommendations, concerns, or questions are greatly appreciated.

Revised 09/06



**Hours Of Operation**  
**Monday—Friday**  
**9:00AM—4:30PM**



Please print your name below that you did receive your copy of the 2007 volunteer hand book.  
Detach this page and return to the site manager upon receiving your hand book.

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Check Site:

- |  |            |                                 |
|--|------------|---------------------------------|
| <input type="checkbox"/> TRENHOLM ROAD | RTE# _____ | <input type="checkbox"/> PACKER |
| <input type="checkbox"/> WESTMINSTER   | RTE# _____ | <input type="checkbox"/> PACKER |
| <input type="checkbox"/> PACIFIC PARK  | RTE# _____ | <input type="checkbox"/> PACKER |
| <input type="checkbox"/> OTHER _____   | RTE# _____ | <input type="checkbox"/> PACKER |