

TOGETHER,  
WE CAN DELIVER

VOLUNTEER HANDBOOK



MEALS **on** WHEELS DURHAM

# WELCOME

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Welcome to Meals on Wheels Durham! We are delighted that you are interested in joining a coalition of hundreds of volunteers that provide a vital lifeline to Durham's homebound older adults.

The Volunteer Handbook is designed to acquaint you with Meals on Wheels Durham (MOWD) and provide you with information about volunteering with our organization.

**Volunteers should carefully review and familiarize themselves with the contents of the handbook, for it will answer many questions about volunteering with MOWD.**

The handbook has been organized by topic to help you find information easily. No handbook can answer all the questions you might have about our policies and programs. We encourage you to talk with our Volunteer Service Coordinator if you have questions about the content of this handbook or your volunteer service with MOWD.

Meals on Wheels Durham is a team effort, an example of what wonderful things can happen when a community invested in caring for its own mobilizes.



**Volunteerism is the voice of the people put into action.  
These actions shape and mold the present into a future  
of which we can all be proud - Helen Dyer**



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# ORGANIZATION OVERVIEW

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## OUR STORY

In 1969, the Center City Church Council (subsequently renamed Durham Congregations in Action) commissioned a number of studies to learn how they could best help the community. Research indicated that a program to provide meals for those who were unable to meet their own nutritional needs was in clear demand. As a direct result, Meals on Wheels Durham was born, delivering its first meal in 1975.

The first volunteers served about a dozen older adults who were homebound, coping with health challenges, and living alone. In the intervening years, Meals on Wheels Durham has experienced tremendous growth. Today, the program serves more than 580 Durham County residents each weekday and delivers nearly 200,000 items each year including meals and auxiliary materials like pet food, nutritional shakes, fans, and more.

## OUR MISSION

Meals on Wheels Durham is dedicated to enhancing the quality of life for older adults and other community members who are homebound and unable to provide sufficient nutrition for themselves. Through daily meal delivery and regular contact with caring volunteers, we strive to positively impact our clients' health, independence, and connectivity.







## OUR MEAL PROGRAM

Meals on Wheels is renowned for its hot lunch program — but that's not all we serve here in Durham! Thanks to our partnership with Spicy Green Gourmet Café, we are able to provide a variety of meal options year round.

### HOT MEAL PROGRAM

Monday through Friday, we deliver freshly-made meals that serve as a third of a senior's recommended daily allowance of lean protein, vegetables, fruit, calcium, and complex carbohydrates. All meals are low in sugar and sodium.

### FROZEN MEAL PROGRAM

MOWD transitioned to an all all frozen-meal program during the 2020 pandemic, and some clients opted to remain on the program even after our return to hot meal delivery. Once per week, we deliver a box of either five or seven microwave-ready meals — the same nutritious lunches that our hot meal clients enjoy.

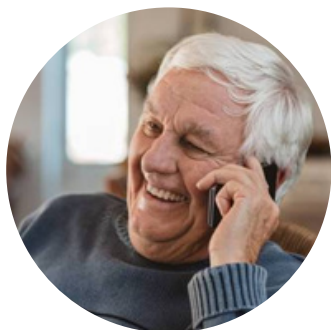
### HOSPITAL DISCHARGE PROGRAM

We know how difficult it can be when returning home from a hospital stay. That's why we offer a two-week hospital discharge meal program—hot or frozen — for any Durham County resident over 65 who is returning home from the hospital or rehab facility.

## MORE THAN A MEAL®

Our program differs greatly from traditional home-delivery meal services; we don't simply drop off a meal. Volunteers serve as our eyes and ears, helping monitor the well-being of homebound older adults. Volunteers who develop relationships with our clients have been able to discern changes in a client's environment, mental status, and health, and have relayed concerns to us. Because of these daily visits, along with weekly wellness calls, we've been able to reach out to emergency contacts in order to intervene when something is wrong.

In addition to providing wellness checks, Meals on Wheels Durham also offers various programs and resources that enrich the overall wellbeing of our clients.



**WELLNESS  
CALLS**



**PET FOOD  
PROGRAM**



**NUTRITIONAL  
SHAKES**



**HOLIDAY  
MEALS & GIFTS**



**SUMMER BOX  
FAN PROGRAM**



**PRODUCE  
BOXES**

# VOLUNTEER POLICIES

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Now that you know a little more about us and the work we do in the community, please review our program policies and procedures to help make the volunteer experience enjoyable, safe, and rewarding.

## CODE OF CONDUCT

All MOWD volunteers should have a common goal: To make sure clients are treated with respect, empowered for self-care, and help combat social isolation.

Our volunteers depend on each other to make the work we do happen. We understand that people come from different backgrounds and have personal factors that all combine to make them unique individuals. That being said, MOWD will not permit, condone, or tolerate illegal or unethical behavior among its volunteers or staff that undermines the integrity of the organization.

## VOLUNTEER RIGHTS

As a volunteer, you have the right to:

- Work in a healthy and safe environment
- Be in accordance with equal opportunity, anti-discrimination, and Title VI Confidentiality legislation
- Have your personal information kept confidential as required by law
- Be provided with appropriate training and support to carry out your role

Volunteers should only provide services or perform tasks as outlined in their volunteer duties description. In addition, if you believe a client is in need of additional support (housework, medical assistance, personal hygiene support, etc.) please notify a Meals on Wheels Durham staff member. Remember, volunteers serve as an essential lifeline for clients, so if you see or hear something, always say something.

## DO'S AND DON'TS

MOWD volunteers encounter multiple people each day, are invited into clients' homes, and make personal connections with older adults and other volunteers. To protect the integrity of our volunteers and clients, here are a few tips to help guide you while volunteering with MOWD:

### DO'S

- Be courteous and deal honestly with clients, staff, other volunteers, and supporters
- Value and support other team members
- Be reliable and accountable
- Respect confidentiality
- Recognize your own personal boundaries
- Avoid getting into situations that could be misunderstood
- Carry out volunteer duties according to the position description
- Obey all relevant laws
- Undertake training as required by MOWD
- Treat everyone fairly, with dignity and with respect
- Avoid conflicts of interest

### DON'TS

- DON'T give out your personal information to clients
- DON'T get involved in inappropriate relationships with clients
- DON'T accept any form of harassment/violence from others
- DON'T accept expensive gifts or money from clients
- DON'T lend to or borrow money/material goods from clients
- DON'T give rides to clients
- DON'T solicit, distribute, or sell outside materials to clients or other volunteers



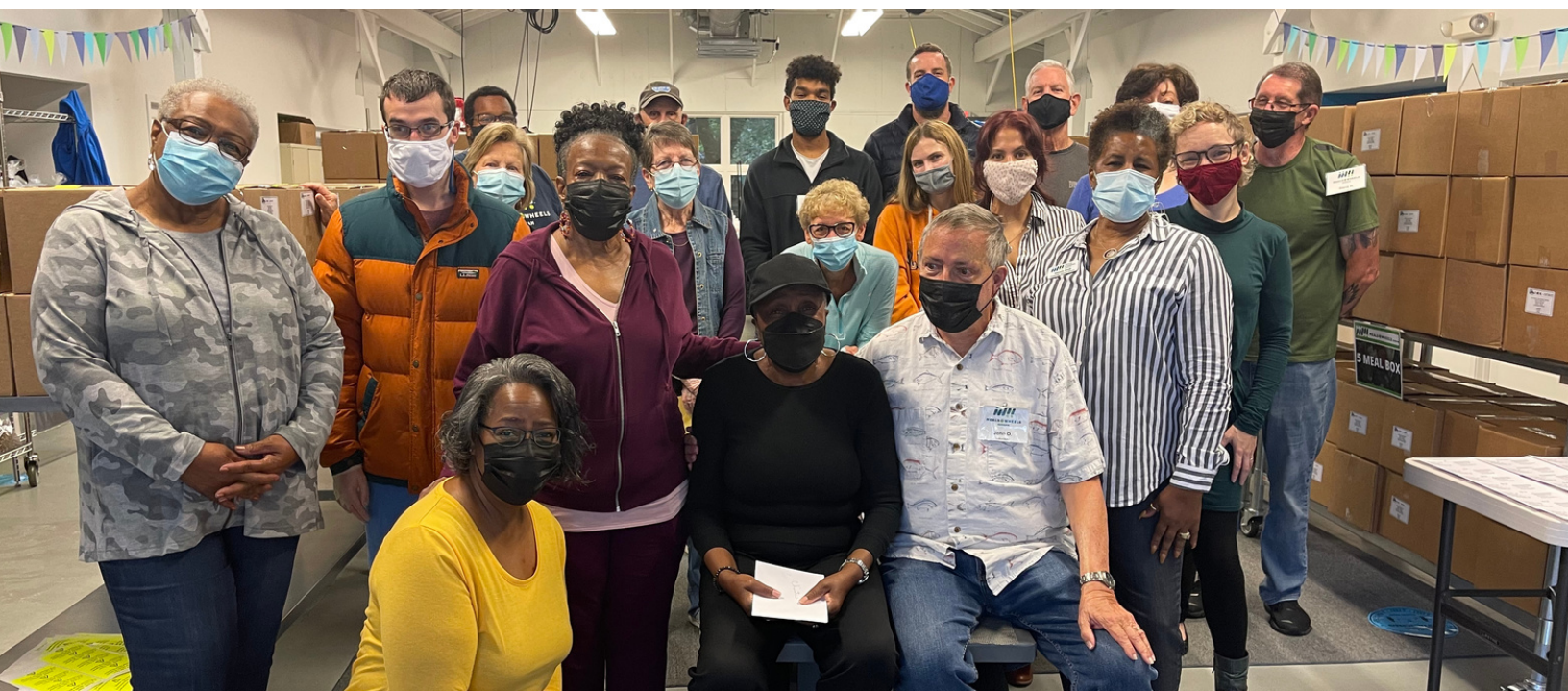
## ANTI-DISCRIMINATION & CONFIDENTIALITY AGREEMENT

To ensure we are in compliance with our federal funding requirements each year, all MOWD volunteers are required to sign a Title VI Acknowledgment and Client Confidentiality form. Title VI of the Civil Rights Act prohibits discrimination on the basis of race, national origin, color, religion, disability, sex, and familial status in any program or activity that receives federal funds. Furthermore, all MOWD volunteers and staff are required to respect and maintain confidentiality of client and organization information in accordance to Durham County Social Services and the Health Insurance Portability and Accountability Act (HIPAA) regulations.

As a volunteer, it is important that you are aware of this because you are in direct contact with clients and play a vital role in assisting us in meeting these conditions.

## SERVICE AT THE DISCRETION OF THE ORGANIZATION

In support of advancing the organization and its mission, MOWD accepts the service of all volunteers with the understanding that such service is at the sole discretion of MOWD. Volunteers agree that MOWD may decide to discontinue the volunteer's relationship with MOWD or make changes in the nature of the volunteer assignment at any time.



## AGE REQUIREMENTS

We invite individuals of all ages to volunteer at MOWD. In order to be a driver, one must have a valid driver's license or permit and chaperone as required by law. Individuals under the age of 16 must have a chaperone with them to serve as an Inside Helper.

## USE OF PERSONAL VEHICLES

Some positions will require the use of a volunteer's private vehicle and we ask that all eligible drivers have the following:

- Valid driver's license: All operators of personal vehicles on MOWD business must have a valid driver's license.
- Insurance: All drivers of personal vehicles on MOWD business must have full liability insurance (personal injury and property damage) in at least the minimum limits required under state law.

## SAFETY

MOWD expects volunteers to operate personal vehicles in strict compliance with all traffic laws and regulations. Driver and passengers are all required to wear seatbelts.

## TRAFFIC VIOLATIONS

A volunteer who receives any parking or traffic citation while using their personal vehicle on MOWD business is responsible for all fines, court costs, etc.





## HEALTH AND SAFETY POLICY

The health and safety of volunteers and clients are our utmost concern, and we do our best to ensure a healthy workplace. To protect the populations that we serve, Meals on Wheels Durham requires all staff and volunteers be fully vaccinated against COVID-19, including booster vaccines, as determined by eligibility. All staff and volunteers must provide evidence of full vaccination before volunteering or working in the office. Remote volunteers are subject to this policy only in the event they visit the office or come into contact with staff, clients, and/or other volunteers.

In addition, MOWD requires all staff, volunteers, and visitors to wear proper face coverings when inside the office building, during volunteer shifts, and while delivering meals to clients.

Need a mask for your car stash? MOWD has free masks available for volunteers. Just ask an MOWD staff member for one when you arrive to the office building.

## PRE-SHIFT, SELF SCREENING CHECKLIST

Before arriving to a volunteer shift, please ask yourself the following questions:

- ☐ Have I had close contact with someone diagnosed with COVID-19 in the last 10 days, or has any health department or health care provider advised me to self quarantine?
- ☐ Have I had any of the following symptoms in the last 14 days:
  - Fever
  - Chills
  - New cough
  - Shortness of breath
  - New loss of taste or smell
- ☐ Since I last volunteered, have I been diagnosed with COVID-19 or the flu?

If you answered yes to questions 1 through 3, or have experienced any symptoms in question 2, please do not volunteer. Email the Volunteer Services Coordinator to cancel your shift.

# VOLUNTEER SHIFT PROCEDURES

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## CANCELLING SHIFTS

Unfortunately, volunteer shifts cannot be cancelled in Scheduler, our volunteer portal. All cancellations must be made in writing to the Volunteer Services Coordinator via email.

## MISSING SHIFTS

We understand that life happens and things pop-up on short notice—however, we kindly ask that you notify the Volunteer Services Coordinator of any last-minute changes at your earliest convenience. Volunteers who sign up for a shift and are “no call, no show” will be flagged as such in Scheduler. A volunteer who reaches three “no call, no shows” may have their volunteer responsibilities reassessed or discontinued.

## DRESS CODE

Volunteers represent MOWD while onsite and out delivering. Individuals are encouraged to wear something comfortable yet consider how their dress will impact their work. Volunteers are strongly discouraged from wearing flip flops or open-toe shoes due to the uneven sidewalks, steps, and ground they may encounter while delivering and at our facility.

## INCLEMENT WEATHER

If there is a threat of inclement weather, Meals on Wheels Durham will communicate to the public of any changes to operations. Updates, closures or delays will be posted on our digital platforms and will be messaged to volunteers and clients via email.

- Meals are not delivered when road conditions make it dangerous for volunteers to drive safely.
- Registered volunteers for a cancelled or delayed shift will receive an email from the Volunteer Services Coordinator.
- If you are uncertain about whether the Meals on Wheels Durham office will be open, please call the office at 919-667-9424 to confirm cancellation prior to venturing out in unsafe driving conditions.

## REPORTING EMERGENCY SITUATIONS

As a MOWD volunteer, you will come into contact with vulnerable populations, and therefore, are the "first line of defense" against situations you identify as harmful. All volunteers are required to immediately report suspected activities to a MOWD staff person.

During your volunteer shift, if you feel that a client is unsafe for any reason, please call Durham's Non-Emergency Number so authorities can conduct a wellness check. If your client is in imminent danger or needs immediate medical attention (e.g., has fallen, has sustained an injury) call 9-1-1. Please refrain from touching or moving a client to prevent any harm or further injury and notify MOWD's Client Services Coordinator as soon as possible.

For any other questionable situations that you might experience while volunteering, please make a note in the Mobile Meals App or contact the office

## IMPORTANT CONTACTS TO KNOW

Meals on Wheels Durham Office  
(919) 667-9424

Durham's Non-Emergency Number  
(919) 560-4600





## CREDITED HOURS

### COLLEGE COMMUNITY SERVICE HOURS

MOWD is proud to partner with local Colleges and Universities to fulfill student community service requirements. Students should indicate in the comments section of the Volunteer Application which school they are enrolled in to receive credit.

### COURT-MANDATED HOURS

MOWD accepts individuals who seek volunteer hours to satisfy court-mandated or lawyer-recommended community service.

Individuals should indicate whether they are volunteering for mandated hours on the online application or at any time throughout the volunteer onboarding process via email. In addition, please indicate if a letter of completion of community services hours is required.

Unfortunately, persons who have driving infractions are not permitted to be volunteer delivery drivers, and individuals with records containing violent crimes or crimes of a sexual nature will not be allowed to volunteer with Meals on Wheels Durham.



# SIGNING UP TO VOLUNTEER

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Signing up to volunteer with Meals on Wheels Durham is easy. Fill out the application and you'll be able to reserve a shift in no time.

## VOLUNTEER PORTAL

Meals on Wheels Durham uses a program called MOWScheduler as its volunteer scheduling platform. On the platform individuals can fill out a volunteer application, view upcoming shifts, and reserve a volunteer shift.

To navigate to Scheduler, visit <https://durham.mowscheduler.com>

## HOW TO SIGN UP

### STEP 01

Fill out the Volunteer Application at <https://durham.mowscheduler.com/volunteerapplication>.

Once the application is submitted, you will receive two confirmation emails:

1. "Welcome to Scheduler" and
2. "Welcome to MOWscheduler"

These emails will provide more information on how to create a login, how to navigate Scheduler, and how to sign up for shifts.

*If you are an NCCU or Duke student, or Activate Good member, please apply through your school's or organization's portal.*

### STEP 02

Create a Scheduler login using the information provided in the confirmation emails.

### STEP 03

Once logged in, you are able to register for a volunteer shift.

For more information or assistance on how to sign up to volunteer, visit MOWScheduler's support site at <https://support.mowscheduler.com/>

## RESERVING A VOLUNTEER SHIFT

All of our upcoming volunteer opportunities are displayed on the "Help Wanted" webpage in Scheduler. This public, no-log-in-required webpage allows individuals to view and sign up for upcoming shifts.

The screenshot shows the 'Help Wanted' page with a calendar view for the week of July 31 to August 6, 2022. The page includes a header with the date range, 'Job Groups', 'All Jobs', and a 'Change View' button. The main table lists jobs and their availability across the days of the week. Callouts provide instructions: 'View next week' points to the date range; 'Click "+" for details and shift sign up' points to the '+' icon in the 'On Site Positions' row; 'Click "i" for details and shift sign up' points to the 'i' icon in the 'Inside Helper' row; 'Job name & description' points to the job title and description; and 'Click + to view open shifts on each day' points to the '+' icon in the 'On Site Positions' row.

Job	Sunday 07/31/2022	Monday 08/01/2022	Tuesday 08/02/2022	Wednesday 08/03/2022	Thursday 08/04/2022	Friday 08/05/2022	Saturday 08/06/2022
Delivery - Frozen Box Routes ⓘ	1 open shift +	1					
Delivery Hot Meal Routes/Tues-Fri ⓘ	19 open shifts +		4	4	5	6	
On Site Positions ⓘ	6 open shifts +	3	1		1	1	
Unloader - This is a great morning workout. It's not difficult, bu ...more.. ⓘ		Unloader ⓘ					
Loader - Help load frozen food boxes into meal delivery drivers cars; ...more.. ⓘ		Loader ⓘ					
Inside Helper - Help to expedite the items that need to be loaded, i.e. froz ...more.. ⓘ		Inside Helper ⓘ	Inside Helper ⓘ		Inside Helper ⓘ	Inside Helper ⓘ	
Wellness Center ⓘ	31 open shifts +			10		21	

### STEP 01

Navigate to the "Help Wanted" webpage at <https://durham.mowscheduler.com/helpwanted> to view the weekly scheduling calendar.

### STEP 02

Click the "+" next to each job title to view open shifts on each day.

### STEP 03

Click the "i" to view details for the position and to sign up for that shift.

### STEP 04

Once selected, a pop-up window will explain the role in detail and prompt you to sign in, if you haven't already, to reserve the shift.

For more information or assistance on how to sign up to volunteer, visit MOWScheduler's support site at <https://support.mowscheduler.com/>.



# VOLUNTEER ROLES OVERVIEW

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## **GREETER**

Welcomes drivers in the parking lot and communicates routes to Inside Helpers.



## **ON-CALL DRIVER**

Back up driver in case of cancellations. On-call drivers will receive an email, phone call, and text message when a route becomes available the day before or the morning of the shift.



## **UNLOADERS**

Remove and unload meals from the food delivery truck. Must be able to lift boxes up to 10 pounds.



## **LOADERS**

Load meals and other auxiliary items into delivery drivers' vehicles. Must be able to lift boxes up to 10 pounds

# VOLUNTEER ROLES OVERVIEW

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## DELIVERY DRIVER

Drives and delivers meals to clients Monday through Friday. We encourage drivers to adopt a route, or drive the same route each time, to make friends with clients.



## INSIDE HELPER

Assist with operations inside the building including expediting meals to delivery drivers, packing meals, managing route sheets, unloading meals from food delivery trucks, etc.



## WELLNESS CALLER

Remote volunteer who calls and checks in on clients on Wednesday and Friday mornings.

To view our full list of volunteer roles, visit <https://www.mowdurham.org/volunteer-opportunities>

# MEET THE TEAM

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**Jason Peace**  
Executive Director



**Danielle Corcione**  
Director of Operations



**Annette Read**  
Director of  
Community  
Engagement



**Jill Ullman**  
Director of  
Development &  
Communications



**Sarah Lorenz**  
Client Services  
Coordinator



**Chip Maxwell**  
Bookkeeper



**Nia Richardson**  
Communications &  
Special Events  
Coordinator



**Kelly Thompson**  
Administrative  
Assistant



**MOWD Drivers**  
Ron Evans  
Steve Holcomb

**Lula Zeray**  
AmeriCorps Volunteer  
Services Associate

Visit [mowdurham.org/meet-our-staff](https://mowdurham.org/meet-our-staff) to learn more about the team.

# STAY CONNECTED

@mowdurham



2522 Ross Road Durham, NC 27703  
919.667.9424  
comm@mowdurham.org  
mowdurham.org