



# Volunteer Handbook

Welcome to the TLC Meals on Wheels team! As a volunteer, you are an invaluable member of our program as you are delivering meals directly to the homes of seniors and homebound adults. Thank you very much for your dedication and commitment to lending a neighborly hand to those in need in your community!

**Meet the Meals on Wheels Staff: To learn more about our staff please visit our website.**

- Diane McClymonds – Executive Director
- Dana Gaston – Director of Operations
- Patti Kallery – Program Coordinator
- Korri Stainbrook – Community Engagement Specialist
- Jason Jones – Kitchen Manager
- Debbie Peters – Cook
- Brian Harvey - Cook
- Tara McManus – Kitchen Assistant

**Who We Serve:**

Our clients are older adults and adults with disabilities that meet the following guidelines:

Individuals who are 60 or older or adults (may be under 60) who have a mental or physical disability that renders them homebound.

**How to become a Meals on Wheels Driver:  
It's easy!**

1. Attend an Orientation Session at TLC MOW facility 1-1.5 hours.
2. Complete a Volunteer application and agreement form.
3. A background check is required for all of our drivers. You are dealing with a vulnerable population. The cost is \$20.60. Link is Verified Volunteer at <https://app.verifiedvolunteers>. Our good deed code is **7cda64g**

4. Please bring your driver's license and proof of car insurance.
5. We need your cell phone number in the event we need to reach you when you are delivering meals for us.

## **Scheduling**

**REGULAR DRIVERS:** You will be assigned to a certain route on the day that you wish to deliver. We count on you to be here on your assigned day.

**SUBSTITUTE DRIVERS:** You can sign up on the wall calendar to drive any of the open routes. You can also email us at [info@tlcmealsonwheels.org](mailto:info@tlcmealsonwheels.org) or text the volunteer coordinator or call the office at 303.798.7642 to find out what routes are open.

In the event that a regularly scheduled driver calls out the morning they are scheduled to drive, we will call our substitute drivers around 8:00 am to see if they can drive the route for us.

If you are unable to drive your route, please put your route number **ONLY** on the calendar for the day(s) you will be gone. If you are scheduled to volunteer and wake up sick or your car won't start, please contact the office immediately so we can find a replacement for you.

## Step One: Picking up the Meals

- Come to our facility at Ames to pick up your meals between 10:00 – 11:00.
- Go to the kitchen and put your route number on the white board.
- Review the daily menu board.
- Route sheets and maps are provided detailing the client names, address, number of meals and delivery instructions.
- Meals are sealed in individual containers and packaged in insulated bags by route number. Desserts are also packed separately by route number in bags. (Diabetic desserts are packed in white bags and noted on route sheet if applicable)
- All special meals are designated on the route sheet with **SPECIAL** and are in a separate plastic bag in your insulated bag, each with the client's name on the meal label.
- **COUNT** your meals and desserts before leaving.
- Plastic grocery bags are on the hall table in the event the meals need to be hung on the outside door or put in a cooler.

## Step Two: Delivering the Meals

- Zip your insulated bag between stops to keep food hot/cold.
- If you are short a meal, stop at a nearby fast food restaurant/grocery store and purchase 2 or 3 "healthy" items to make a meal. Receipts may be submitted to the office for reimbursement.
- Allow ample time for clients to answer the door prior to leaving their meals, some may move slower or have mobility challenges requiring more time.
- If you find that you have an extra meal, please give it to another client on your route.
- A good rule of thumb is to check off each client as you deliver their meal.

- We celebrate client's birthdays with cake, a card and a gift. They will also receive the regular dessert/fruit of the day. We encourage you to sing "Happy Birthday"!
- Personal interaction is important. Please take the time to visit and check-in with them (3 to 5 minutes) if the client is willing. For many of our clients, personal interaction is as or more important than the meal as you may be the only person the client sees.
- Describe today's menu for visually impaired clients.
- Encourage clients to refrigerate meals if not eating the meal immediately.
- Insulated delivery bags are to be returned to the office by drivers on their next scheduled delivery day or they can be dropped off at the office before 2:30pm. Route sheets are to be shredded – We have a shredder at TLC MOW facility.
- Try not to accept meal payments from clients. Ask them to mail them to us please in the envelope we provided with their statement.
- You should not give/loan a client money. Once you start they may come to expect it.
- You may learn private information about our clients. Please use discretion in keeping this information confidential.
- If you are ever in a situation where you are not comfortable, please just leave the meal on the door and call the office at 303-798-7642.
  - If client has a dog, please ask the client to restrain the dog so they don't escape. Do not enter the home if you feel threatened by the dog.
  - If there is a visible weapon in the home, do not enter the home if you feel threatened by the weapon in any manner. Contact the office.
  - If the client is unhappy, angry, complains or argues. Just listen to them and encourage them to contact the office.

### **Step Three: If a client does not answer the door.**

- If a client does not answer the door, review the route sheet for instruction. Unless otherwise indicated, place the meal in a plastic grocery bag and hang it on the door or place it in the designated cooler outside. Please don't tie the bag in a knot, as it makes it difficult to remove.
- If a meal from the prior day is still hanging on the door or in a cooler, throw it away, replace it with the new meal. Contact the office at 303-798-7642. We will try to contact the client, emergency contacts and if necessary the appropriate police department for a senior welfare check.
- If a client is in immediate need of medical attention, please call 911 and then contact the office.

### **Health and Safety Precautions**

- Hands are the #1 cause of colds and flus! To prevent spread of disease, you may consider using hand sanitizer before or after visiting each home.
- Be attentive to tripping and falling hazards.
- Report health and safety issues to the TLC office.
- We recommend you do not give your personal telephone number to the client, even if they ask. Otherwise, they may expect to be able to call you anytime, about any service. Encourage them to call the MOW office so that we may tend to their additional needs.

### **Inclement Weather Policy**

- In the event of inclement weather, if Littleton Public Schools are closed so is TLC Meals on Wheels. We will also update our phone with a message that we are closed due to the weather. You can also check Channel 9 and 7 news.

## **We Serve Groceries and Pets Too!**

- We send out groceries and pet food the 2<sup>nd</sup> Saturday of each month to our clients with the most need. We share what we have. If you are ever interested in sponsoring a food drive for us, please stop by the office for more information.

## **Volunteering in our Kitchen**

- Our kitchen volunteers work one day a week Monday thru Friday from (7am to 8am) and leave around (11:30 to 12pm) or longer if extra prep work is required in the kitchen.
- Volunteers need to be dressed appropriately to work in the kitchen.
  - Closed toed non-skid shoes
  - T-shirt - no tank tops
  - Jeans, long pants or capris. No shorts allowed due to safety issues.
  - Hairnets or hats must be worn at all times.
- Kitchen volunteers perform the following duties:
  - Clean pack out bags for the daily delivery.
  - Prepare dessert bags by adding daily fruit by route.
  - Pack out next day's fruit or dessert into serving cups.
  - Assist with serving the meal by working on the line or sealing the meals.
  - Perform tasks assigned by kitchen manager or staff.
  - Help with kitchen clean up after all meals have been sent out.

## **Volunteering in our Office**

- Office volunteers work one day a week Monday thru Friday from 9am to 1pm.
- General office duties include the following:
  - Answer phones and assist clients or callers.
  - Take new client intakes and set them up in our senior database.
  - Prepare daily client route sheets for next day's delivery.
  - Make copies; put together client birthday cards and gift bags and other tasks as directed by office staff.

**Thank you for volunteering! Your service is  
very much appreciated!**

TLC Meals on Wheels  
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303-798-7642  
Fax: 303-721-2921

Check out our website!

Website: [www.tlcmealsonwheels.org](http://www.tlcmealsonwheels.org)

Facebook: TLC Meals on Wheels