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Dear Volunteer:

Thank you for volunteering your time as a Meals on Wheels driver. Windy Hill on the Campus has a proud tradition of volunteerism. It was founded by volunteers, is serviced by a volunteer board, and is supported by volunteers like you, who are committed to serving our community.

Prior to going out on a Meals on Wheels route, you will receive a volunteer application. Please fill out the application and return it to Windy Hill, attn.: Meals on Wheels. Your route is established according to your general location and availability.

As a new Meals on Wheels volunteer, you may have questions concerning the people to whom you are delivering meals or specific problems with route delivery. The staff is always available to assist you with any concerns. We encourage all volunteers to report any unusual circumstances they observe while delivering. Our volunteers are the eyes and ears of the program.

We hope your experience as a volunteer with Meals on Wheels will not be limited to food delivery. Take a moment to become acquainted with the clients you meet. Develop friendships and have fun! We thank you for your dedication, caring spirit, and the sharing of your valuable time. Welcome to our Windy Hill family!

Smile,

Jenna Ericson

Home Delivered Meals Coordinator

## **Your Volunteer Commitment**

Please feel free to deliver meals as often as you wish or your schedule allows. All of our volunteers are important to us whether they are able to deliver one day per month or multiple times per week.

If you know there are certain days which prohibit you from keeping this commitment, i.e. appointments or vacations, please notify Jenna as soon as possible. I will need to have time to arrange for substitutes.

If you would like to switch days with another volunteer, you may do so, providing it is agreeable to everyone. However, please notify Jenna of any changes to the schedule.

If you become ill or have an emergency, please notify Jenna by calling 717-225-0733 as soon as possible so a substitute may be found. On occasion, we may find it necessary to call you to fill in for another volunteer.

Please provide me with your cell phone number if you have one. It may become necessary to reach you while you are on the route. Also, please make sure your phone is on and can receive calls.

## **What are your responsibilities as a volunteer?**

Possess a valid driver's license and current vehicle insurance.

Arrive at the Meals on Wheels site on time. Meals are generally ready for delivery at 10:00 a.m. All routes should be out by 10:30 a.m. unless arrangements have been made with your coordinator.

Pick up the clipboards and hot and cold containers, checking to see if there are any changes or special instructions for that day. Sometimes newsletters, menus, or other items need to be delivered along with the meal.

Be sure to count the number of meals that are in the containers to be sure you have enough.

Use your vehicle delivery magnet to alert other drivers that you are making deliveries (place on back of car or driver or passenger side door).

Deliver meals and briefly socialize with each recipient. Be friendly, but be aware that you have other meals to deliver and cannot stay long. Keep in mind that some consumers may be SLOW to answer the door, so please wait a reasonable amount of time before you determine a no answer.

Report any problems immediately to Windy Hill at 717-225-0733.

Return all Meals on Wheels equipment and undelivered meals to the center. Please let me know if you will be late for any reason.

If someone is accompanying you and is not an active volunteer, please let me know their name. If you know of others who might be interested in volunteering, please give their name to me or you can give them my contact information.

Safety for all is a major concern. Please use good judgment and observe all traffic laws when delivering meals.

## Expect the Unexpected

Volunteers are the eyes and ears of the program. While case managers make the initial home visit, volunteers visit on a regular basis. To this end, it is important that you see the recipient. While your service is mainly to deliver a nutritious meal to our homebound seniors, it is also important to be observant and aware of any problems that need to be addressed. Remember, you may be the only person that client may see all day. If you notice anything that may be cause for concern, please report it to the staff immediately. Please be watchful for any changes in behavior, appearance, cogitation or living environment. Report these concerns or changes to the center at 717-225-0733.

## Most often asked questions

### What do I do if a consumer does not answer the door?

Anyone not getting a meal on a given day will be noted on the route sheet. **DO NOT LEAVE THE MEAL!** Call me immediately if the consumer does not answer the door. I have a protocol I must follow to make sure he/she is safe.

### What do I do if the consumer is sick, is injured, or has fallen?

Do not move the individual, but depending on the severity, you may call 911 and then the office. Let the individual know that you are getting help and comfort them as much as possible. Follow instructions from the office and do not leave them until 911 has arrived.

### What happens if I encounter car trouble while I am driving?<sup>3</sup>

Call the office immediately. We will assist you as we are able and will arrange for someone to finish the delivery of meals.

### What is a route sheet?

A route sheet is a list of recipients who live in the same general area to whom you will deliver. We do our best with the information available to provide detailed driving directions from one delivery stop to the next, as well as any notes regarding cancellations or other helpful hints, such as: “use the back door” “individual is hard of hearing” etc. You may deliver in any order you prefer, though we try to list them in a logical delivery order.

~Note: The information on the route sheet is confidential. Please help us ensure our consumers’ safety by returning the route sheet to the pick-up site. Leave them inside the containers when you drop them off. **DO NOT** leave them lying around.

### What happens in inclement weather?

Every attempt is made to deliver, but there are times when the roads are not safe. If meals are canceled, someone from the center will attempt to notify you ahead of time. It will also be announced on WGAL Channel 8, Facebook, and an email blast (if we have your email). If you should be in the middle of a delivery and road conditions deteriorate to the point of being unsafe, please return to the center with the undelivered meals. Please do not attempt slick/icy or unsafe walkways or driveways. If the Spring Grove Area School District is closed, Windy Hill will be closed and no meals will be delivered. If the Spring Grove Area School District has a delay, a decision to close Windy Hill will be made on a case-by-case basis.

### What do I do if the consumer asks me to help them?

Many of our clients are elderly and often ill, but most are eager for your visit. Occasionally, you may encounter a situation that is uncomfortable. While we encourage you to be as helpful as you can with the meals, you are not obligated in any way to perform any services beyond the meal delivery, but if you would like to pick up the paper from a consumer's driveway or put mail in the mailbox, that is up to you. If a client asks you to give medication or help them out of bed or a chair, please decline. By trying to help, you may subject yourself to injury or liability. If you think the individual requires more assistance, please report it to Windy Hill.

### What about pets?

All pets must be confined or restrained at the time of meal delivery. While we in no way want to discourage pet ownership, we also do not want to endanger you. Therefore, any client who fails to restrain a pet during meal delivery is a risk of losing the services and the office should be notified immediately.

### **Food Safety**

If possible, place food containers in the interior of your car rather than the trunk where exhaust fumes may penetrate the food.

Between deliveries, keep insulated bags closed and lids on coolers.

Keep the food in the containers until arriving at the recipient's home in order to prevent spoilage.

NEVER leave a meal outside the home.

Undelivered meals should be returned to the center.

Report ALL "NO ANSWERS" to Jenna immediately.

### **Volunteer Safety**

As volunteers your safety is of utmost importance to us. Under no circumstances, should you venture into any situation which will endanger you or cause concern for your wellbeing. Please report anything you consider to be unsafe to Jenna.

### **Confidentiality**

Remember, you have the recipient's trust. Please respect the confidentiality of all the information communicated to you. Protect the dignity of the individual. Do not discuss their living situations, health conditions, financial status or anything you learn about them with anyone but a Windy Hill staff member.

### **Caution**

If a recipient has questions or concerns about Meals on Wheels, wants to cancel meals or wishes to relay a message to us, please ask them to personally call Windy Hill.

### **Thank you!**

We are indebted to **YOU** for generously sharing your valuable time and energy. Your unselfish efforts as a volunteer are crucial to the continuation of Meals on Wheels. Those who receive meals, their families and friends, the community, and always, the staff of Windy Hill deeply appreciate your service! You are AMAZING!