

Volunteer Handbook

Everything you need to know to get started
volunteering with Meals on Wheels, Etc.



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Welcome

We are very excited to welcome you to Meals on Wheels, Etc. and hope your time with us is positive and rewarding. You are joining a team of more than 700 Meals on Wheels, Etc. volunteers, many whom have been with us for several years, who enjoy helping others in our community.

Meals on Wheels, Etc. volunteers play a very important role assisting in meal preparation and packaging, meal delivery, cleaning yards, building wheelchair ramps ... but this is just the beginning. You will find a kind word, a hug, a short visit, or a simple comment about the weather are all small, but important ways you touch the lives of the people we serve when you volunteer with us.

Regardless of the volunteer opportunity you select, we want this to be a positive experience providing you with:

- an opportunity to make a positive and personal contribution in our community,
- social interaction with new people,
- the opportunity to work with different age groups,
- the chance to make new friends, and
- a sense of satisfaction and accomplishment.

The Volunteer Handbook is designed to better acquaint you with Meals on Wheels, Etc. and provide you with basic information about volunteering with us. We encourage you to speak to a member of our staff if you have any questions about the content of this handbook, something referenced in the Volunteer Orientation session and/or during your volunteer training and service with us.

Again, we are excited you selected Meals on Wheels, Etc. to share your time and talent with. Thank you for serving with us.

About Meals on Wheels, Etc.

Overview

Meals on Wheels, Etc. is a community-based non-profit 501(c)(3) providing programs and services for residents of Seminole County who are age 60 and above. Governed by a voluntary Board of Directors, we have assisted thousands of people here in our community by helping them continue to live independently in their own homes, since we began in 1973.

As our name implies, providing nutritious home delivered meals is our signature service. With the help of many volunteers, each day we deliver more than 500 meals to home-bound seniors and operate four Neighborhood Dining sites. The meals we serve are prepared in our own commercial kitchen staffed by trained Meals on Wheels, Etc. employees.

Although sometimes overlooked, the “Etc.” in our name represents the many other important services we provide Seminole County seniors. These include transportation services, homemaking, care management, minor home repairs, home safety projects (grab bar installation, wheelchair ramp construction), chore services and home weatherization.

Clients often contact us directly, but more often are directed to our services by a healthcare professional, a family member, friend or neighbor. The average Meals on Wheels, Etc. client is over 80 years of age.

Our Mission

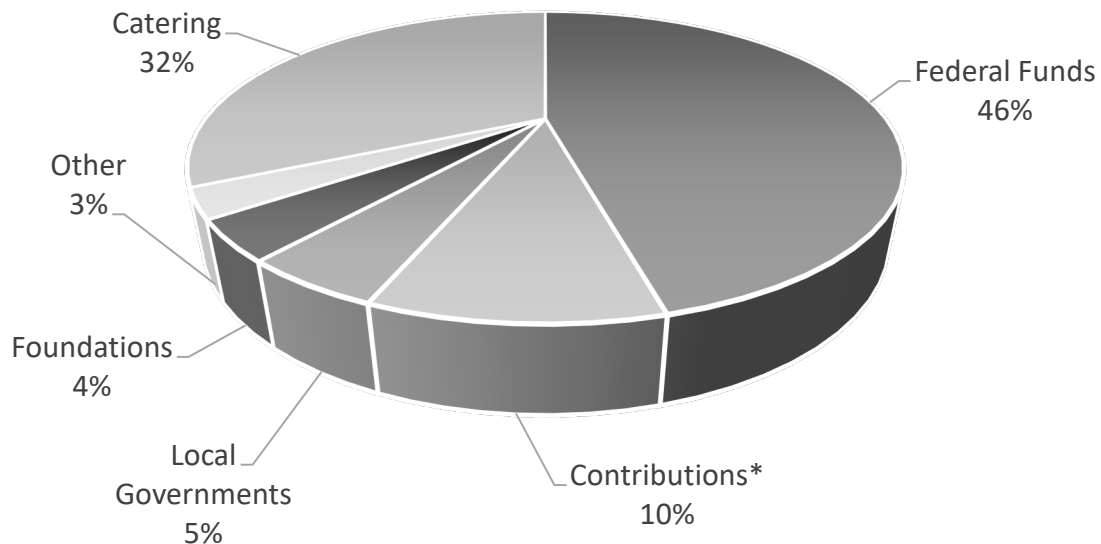
The mission of Meals on Wheels, Etc. is to enhance the quality of life for young and old by providing appetizing, nutritious meals as well as support services for seniors which enable them to maintain their independence and dignity.

Our Funding

Meals on Wheels, Etc. funding comes from many sources: Title III of the Older Americans Act and NSIP through the Senior Resources Alliance, District VII, State of Florida Department of Elder Affairs; Heart of Florida United Way; Florida Department of Transportation; Seminole County Board of County Commissioners; cities; donations from community organizations, clubs, churches, individuals, bequests, memorials, client contributions, and fundraising events.

To raise the additional revenue needed to offset funding limitations, Meals on Wheels, Etc. provides food service to public and private childcares, adult daycares, and more recently, corporate events and private parties through a subsidiary enterprise, Top Hat Catering. All proceeds from catering go to fund Meals on Wheels, Etc. – helping us achieve our mission and reduce the waiting lists for services here in Seminole County.

Meals on Wheels, Etc. 2017/2018 Funding Sources



**Includes Heart of Florida United Way*

Our Services

Home Delivered Meals – Meals on Wheels, Etc. delivers nutritious morning and mid-day meals to older adults who are homebound and unable to prepare meals for themselves. Meals are delivered daily, Monday through Friday, throughout Seminole County.

Pet Food Assistance – Through a partnership with Pet Alliance of Greater Orlando, Home Delivered Meal program participants who need assistance providing food for their dog or cat can receive free pet food, delivered once a month by a Meals on Wheels, Etc. volunteer.

Neighborhood Dining – Also referred to as *Congregate Dining*, Meals on Wheels, Etc. offers a hot, balanced lunch daily, Monday through Friday, at four Neighborhood Dining sites. Neighborhood Dining sites are great places for seniors to enjoy the company of others, stay active and choose activities of personal interest.

Transportation – Meals on Wheels, Etc. provides transportation to medical appointments, shopping and Neighborhood Dining sites in our own vehicles, driven by Meals on Wheels, Etc. employees.

In-Home Services – We provide homemaker services for seniors in need which, in addition to housekeeping, can include minor home repairs and the installation of safety devices – such as grab bars or wheelchair ramps.

Chore Services – As our mission is to help clients remain in their homes, we also offer chore services such as yard clean-ups and house painting, both interior and exterior.

Weatherization Assistance – Funded by the U.S. Department of Energy, the Weatherization Assistance Program reduces energy costs for low-income households by increasing the energy efficiency of their homes, while ensuring their health and safety.

Professional Care Management – Our Care Managers provide personal assessments to certify seniors for services, coordinate care to meet their needs, and help our clients to live as independently as possible in our community.

Volunteer Opportunities

Deliver Meals – Delivering meals is a simple and rewarding way to help seniors in need receive a tasty and nutritious meal and a daily visit from a friendly face. A typical meal delivery route includes around 10 deliveries and requires about one and a half hours to complete. Meals are delivered Monday through Friday and volunteers can deliver meals once a week to once a month, whatever works best for their schedule.

Workplace Meal Delivery Teams – Companies of all sizes can help deliver meals. Delivering meals is a great employee engagement and team-building opportunity that only requires a group of two or more individuals to get started. Workplace volunteers deliver meals anywhere from once a week to once a month, depending on the arrangement we have with their company/employer. Civic groups, clubs, and churches can also volunteer with us as a delivery team.

Kitchen Support – The Meals on Wheels, Etc. kitchen is located at 2801 S. Financial Ct., Sanford, Florida and operates Monday through Friday. Volunteers are needed to help with tasks such as assembling breakfast and lunch meals for daily delivery.

Workplace Kitchen Support Teams – Similar to Workplace Meal Delivery, we can accommodate teams of up to 6 people at one time in our kitchen. Companies can elect to participate from once a week to once a year.

Neighborhood Dining Support – Neighborhood Dining sites help satisfy a nutritional need and social need for many seniors. Each Neighborhood Dining site operates from 9:00 am to 12:30 pm, Monday through Friday. Volunteers are needed to help serve, organize and facilitate activities, and be a friend to our seniors. Volunteers can participate daily, weekly, monthly or just a few times a year.

Chore Projects – Chore projects are a great opportunity for families and groups/teams to make a positive difference by volunteering. Projects include yard maintenance/clean-up, exterior/interior painting, etc. where a group of volunteers will typically complete the project in a day or less. Projects can be scheduled any day of the week when a team of volunteers is available.

Home Repairs and Safety Equipment Installations – Volunteers who have the time and talent to assist with minor home repairs, such as fixing a dripping faucet or installing a grab bar in a shower can help a senior remain independent in their home. These volunteer opportunities are coordinated by our staff and can be done on a day/at a time when it's convenient for both the client and volunteer.

Special Event Support – From a Meals on Wheels, Etc. fundraising event to helping distribute information at a Health Fair, volunteers continue to support us. Volunteers can sign up to participate in these individual and unique opportunities throughout the year as they are scheduled/occur.

What You Can Expect From Us

Meals on Wheels, Etc. is committed to fair and supportive relationships with its volunteers.

Meals on Wheels, Etc. provides equal volunteer opportunities to all volunteers without regard to race, color, religion, sex, sexual orientation, national origin, age or disability.

We are committed to conducting our business in accordance with the law, and with integrity, honesty, and fairness. You should not do anything in the scope of Meals on Wheels, Etc. business that violates the law or your own personal ethics, nor should you be asked to do so. If you become aware of a situation you believe violates appropriate legal or ethical standards, please discuss it with your Volunteer Coordinator, or contact our Director of Community Relations and/or Executive Director directly so that we can resolve it.

Meals on Wheels, Etc. respects the privacy of each of its volunteers. All volunteer information maintained by Meals on Wheels, Etc. is protected and kept in the strictest of confidence.

What Meals on Wheels, Etc. Expects of You

We ask you to treat our clients with dignity and kindness and respect their rights and individuality. Specifically, your responsibility is to:

- be reliable, timely and helpful,
- carry out your specified duties,
- be committed to the organization,
- undertake training as requested,
- ask for support when you need it,
- give sufficient notice when you are not able to volunteer on your scheduled day,
- give sufficient notice should you stop volunteering with us,
- value and support your other team members,
- be trustworthy and respect client confidentiality, and
- carry out the work you have agreed to do responsibly, safely and ethically.

Volunteer Guidelines

Volunteer Time Reporting

Meals on Wheels, Etc. keeps track of all Volunteer hours. This includes time working in our kitchen, delivering meals, office work, meetings, training, as well as your travel time to/from your assignment. The process to record and report volunteer hours can vary by opportunity and will be covered in your training.

Service at the Discretion of the Organization

Meals on Wheels, Etc. accepts the service of all volunteers with the understanding that such service is at the sole discretion of Meals on Wheels, Etc. Volunteers agree that Meals on Wheels, Etc. may decide to terminate the volunteer's relationship with Meals on Wheels, Etc. or make changes in the nature of the volunteer assignment at any time.

Background Checks

In order to ensure the safety and well-being of our clients, and to comply with federal, and state laws, Meals on Wheels, Etc. requires all prospective adult volunteers who come into direct unsupervised contact with clients go through a background check process. All background checks will be conducted in accordance with federal, state and local laws. Information obtained from a background check will remain confidential and will not be revealed to anyone other than the applicant.

Code of Ethics & Conduct

The Code of Ethics & Conduct is a guide to help volunteers to live up to Meals on Wheels, Etc.'s ethical standards and their own. Meals on Wheels, Etc. will not permit, condone or tolerate illegal or unethical behavior.

Illegal or Unethical Behavior

Illegal or unethical behaviors are forms of misconduct which undermine the integrity of Meals on Wheels, Etc.'s reputation. This behavior can occur between volunteers in the workplace, as well as between volunteers and participants, outside vendors, donors, any governmental or regulatory agencies, consultants, employees, visitors, etc. Some forms of illegal or unethical behavior include, but are not limited to:

- Fraud,
- Falsification of records,
- Failure to comply with all applicable laws and government regulations,
- Violence and threats of violence to staff, volunteers, participants and others,
- Theft,
- Drug and/or alcohol abuse,
- Sexual and other discriminatory harassment, and
- Discrimination.

In order for Meals on Wheels, Etc. to conduct its business in accordance with the ethical standards, every Meals on Wheels, Etc. volunteer must:

- Obey all relevant laws,
- Treat everyone fairly, with dignity, and with respect,
- Deal honestly and fairly with participants, staff, volunteers, suppliers, donors, governmental and regulatory agencies,
- Avoid conflicts of interest, and
- Maintain confidentiality.

Volunteer Responsibilities to Disclose

The integrity of the organization is diminished whenever these standards are violated. If you become aware of facts or circumstances that you believe constitute a violation, you should promptly report the suspected violation to your Volunteer Coordinator and/or a member of Meals on Wheels, Etc. staff.

Investigation

All allegations of improper, illegal, or unethical conduct will be promptly and objectively investigated. Your confidentiality and that of any witnesses and the person or persons that allegedly acted inappropriately will be protected to the extent appropriate while allowing for a fair investigation and any necessary corrective action.

When the investigation is completed, you will be informed of the outcome of the investigation, to the extent appropriate, without breaching the necessary confidentiality.

Drug-Free Policy

Meals on Wheels, Etc. provides a drug-free environment in compliance with federal, state and local laws. The purpose of this policy is to reinforce the long-standing commitment of Meals on Wheels, Etc. to provide a safe and healthy environment for all.

The use, possession, manufacture and distribution, dispensation or sale of illegal drugs, alcohol, or any controlled substance on Meals on Wheels, Etc. premises or program sites, in Meals on Wheels, Etc. vehicles or during volunteer hours, is strictly prohibited. Similarly, it is prohibited for any volunteer to be under the influence of illegal drugs, alcohol, or any controlled substance on Meals on Wheels, Etc. premises or program sites, in Meals on Wheels, Etc. vehicles or during working hours.

For purposes of this policy, the following terms have the following definitions:

Under the Influence means that the volunteer is affected by an illegal drug or alcohol or the combination of a legal drug and an illegal drug and/or alcohol in any detectable manner.

Legal Drug means any prescribed or over-the-counter drug which has been legally obtained and is being used for the purpose for which it was prescribed or manufactured.

Illegal Drug means any drug which is not legally obtainable or which is legally obtainable but has not been legally obtained including, but not limited to, marijuana, any prescription drug, substance or chemical not legally obtained, and any prescription drug, substance or chemical not being used for prescribed purposes.

Personal & Emergency Contact Information

It is the responsibility of each volunteer to regularly update their personal and emergency contact information. This update can be made by notifying your Volunteer Coordinator and/or contacting a member of the Meals on Wheels, Etc. staff.

Media Inquiries

Media relations, including statements to the media, are coordinated through the Meals on Wheels, Etc. administrative office. If approached by a member of the media, volunteers are asked to refer them to the Meals on Wheels, Etc. administrative office (2801 S. Financial Ct., Sanford, Florida) and/or provide them with our phone number, 407-333-8877.

Participants and Relatives as Volunteers

Participants and relatives of participants may be accepted as volunteers where such service does not constitute an obstruction to or conflict with provision of services to the participant or others.

Volunteer Boundaries

Volunteers should only provide services or perform tasks as outlined in your volunteer duties description and/or covered in your training. If you believe a participant is in need of additional support (house cleaning, yard work, personal hygiene, etc.) you should notify a Meals on Wheels, Etc. staff member.

Volunteer Dress Code

Because each volunteer is a representative of Meals on Wheels, Etc. in the eyes of the public, it is important that each volunteer dress neatly and in a manner consistent with the nature of their volunteer duties. Meals on Wheels, Etc. staff will inform the volunteer of any additional requirements, and some volunteers may be required to wear safety equipment or clothing.

Mandatory Participant Reporting Policy

This policy is designed to prevent physical, financial, sexual or emotional abuse of Meals on Wheels, Etc. participants. As a Meals on Wheels, Etc. volunteer you may come into contact with vulnerable populations during your daily work activities and

therefore, you are the "first line of defense" against situations that are harmful but preventable.

All Meals on Wheels, Etc. volunteers are expected to understand the definition and warning signs of elder abuse and neglect and report potential abuse or neglect immediately to your Volunteer Coordinator and/or a member of Meals on Wheels, Etc. staff.

Definitions of Abuse or Neglect

Abuse of older adults or people with disabilities can be physical, verbal, financial or psychological. Abuse can take many forms, including:

- Hitting or slapping,
- Withholding food/medication/medical care,
- Use of chemical and/or physical restraints,
- Yelling, insults or threats of violence,
- Misuse of funds,
- Theft, and
- Fraud.

Warning Signs of Abuse or Neglect

Warning signs of abuse include:

- Injuries incompatible with the explanation given,
- Dramatic weight loss, dehydration or poor hygiene,
- Untreated medical or mental health conditions,
- Unpaid bills despite adequate assets,
- Sudden appearance of new acquaintances,
- Sudden absence of caregiver, and
- Enforced social isolation.

Abuse can occur for a variety of reasons, but common contributing factors are:

- Stress created by the care needs of the senior,
- Isolation and lack of emotional support for people at risk and their caregivers,
- Inadequate financial resources, and
- Existing family problems and dynamics.

Self-Neglect by Older Adults

Self-neglect occurs when, by choice or lack of awareness, older adults and people with disabilities live in ways that disregard their health or safety needs, sometimes to the extent that this disregard becomes hazardous to themselves or others.

Older adults and people with disabilities who neglect themselves are not willing or able to perform essential self-care tasks such as providing food, clothing or adequate shelter; obtaining adequate medical care; obtaining goods and services

necessary to maintain physical and mental health, well-being, personal hygiene and general safety and managing financial affairs.

Reporting Procedures

All volunteers are required to immediately report suspected activities identified above to a member of Meals on Wheels, Etc. staff. Meals on Wheels, Etc. staff receiving reports must/will contact the appropriate aging and disability protective service agency and document the report.

Further, when required by state, federal or contract regulations, volunteers must immediately make a report to the appropriate law enforcement agency.

Anti-Discrimination and Harassment Policy

Meals on Wheels, Etc. is committed to providing an environment free of unlawful discrimination or harassment. Meals on Wheels, Etc.'s policy prohibits sexual harassment and discrimination or harassment because of race, religion, gender, sexual orientation, national origin, ancestry, marital status, age, or any other basis protected by federal, state or local law. Meals on Wheels, Etc.'s anti-discrimination and harassment policy applies to all persons involved in its operations and prohibits discrimination or harassment by any of its employees and volunteers.

Harassment

Harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, gender, national origin or age or any other protected class or that of their relatives, friends, or associates.

Harassing conduct includes, but is not limited to slurs, negative stereotyping or threatening, intimidating or hostile acts; written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is placed on walls, bulletin boards or elsewhere on Meals on Wheels, Etc.'s premises or circulated in the workplace.

Sexual Harassment

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct that occurs because of an volunteer's sex or gender and has the purpose or effect of unreasonably interfering with an individual's work or creating an intimidating, hostile or offensive environment.

Complaint Procedure

If a volunteer believes they have been subjected to discrimination or harassment, they should immediately report the matter to their Volunteer Coordinator. If the Volunteer Coordinator is not available or if the volunteer believes it would be inappropriate to contact the Volunteer Coordinator, the volunteer should contact the

Executive Director or other appropriate management personnel within Meals on Wheels, Etc.

Meals on Wheels, Etc. will investigate all complaints of discrimination or harassment. To aid in the investigation, volunteers are strongly encouraged to include in the complaint the details of the incident or incidents, the names of the individuals involved and the names of any witnesses.

If Meals on Wheels, Etc. determines that unlawful discrimination or harassment has occurred, effective remedial action will be taken commensurate with the severity of the offense.

It is every volunteer's responsibility to read and support the harassment policy. All volunteers must pledge to promptly report violations if they witness or are a victim of such misconduct.

Confidentiality of Information

All Meals on Wheels, Etc. volunteers are required to respect and maintain the confidentiality, both during and after their volunteer service with Meals on Wheels, Etc., of all Meals on Wheels, Etc. trade secrets and proprietary information, including but not limited to participant information, business documents, reports, records, files, and correspondence and communications, to which the volunteer has access in carrying out their responsibilities and duties. None of the above may be copied or removed from the premises of Meals on Wheels, Etc. without prior written consent from Meals on Wheels, Etc. The names and addresses of Meals on Wheels, Etc. donors are also considered confidential, as well as any and all participant and volunteer information. Release of confidential information to any unauthorized parties must be approved in advance in writing by the Executive Director.

All volunteers are expected to show the highest regard for the privacy of each participant by observing strict regulations created by the Health Insurance Portability and Accountability Act (HIPAA) which protects the confidentiality of participant information on record with Meals on Wheels, Etc. Confidentiality is essential to the sound relationship with our participants. It is also a legal and ethical matter of the utmost importance. All volunteers are to exercise great care when discussing participant services. Care should be taken to prevent discussions regarding participant services from being overheard by other participants, volunteers or staff members not involved in such services.

Any inappropriate discussion of participant information or similar violation of these standards may result in immediate termination of volunteer service. Volunteers must not disclose information for any purpose without written consent of the participant, the participant's attorney, or the participant's guardian, except as may be required by funding agencies, or directly connected with arranging for services to be provided, or administration and development of the program.

Volunteers have an obligation to report violations or suspected violations of these prohibitions to their Volunteer Coordinator or a member of Meals on Wheels, Etc. staff.

Conflict of Interest

Meals on Wheels, Etc. has adopted a conflict of interest policy which is designed to help volunteers of Meals on Wheels, Etc. identify situations that present potential conflicts of interest and to provide Meals on Wheels, Etc. with procedures to appropriately evaluate transactions where potential conflicts arise.

Each volunteer must act in all matters in a manner that will safeguard the reputation and integrity of Meals on Wheels, Etc. and will preserve and strengthen public confidence in Meals on Wheels, Etc. activities. Likewise, volunteers should refrain from engaging in any transaction in which personal interests conflict, potentially conflict or appear to conflict with those of Meals on Wheels, Etc. An actual or potential conflict of interest occurs when a volunteer is in a position to influence a decision that may result in a personal gain for yourself or for a relative as a result of Meals on Wheels, Etc.'s business dealings. For the purposes of this policy, a relative is a person who is related by blood or marriage, or whose relationship with the volunteer is similar to that of persons who are related by blood or marriage.

No volunteer shall accept payment of any kind (including gifts, cash, discounts, concessions, services or other similar item or benefits) for services rendered as part of his or her volunteer service.

No volunteer shall use Meals on Wheels, Etc. stationery or any title of Meals on Wheels, Etc. or refer to Meals on Wheels, Etc. or misidentify themselves as an employee thereof in connection with any matter as to which they are not authorized as a representative of Meals on Wheels, Etc. and to express an opinion on its behalf.

Participation in any activity prohibited by this policy can result in the termination of volunteer service.

Solicitation Policy

Meals on Wheels, Etc. prohibits any volunteer from soliciting any of its participants, donors, staff, volunteers or visitors and/or distributing any literature, pamphlets or other materials on Meals on Wheels, Etc. premises, except for approved Meals on Wheels, Etc. business.

Meals on Wheels, Etc. prohibits any volunteer from soliciting, collecting from, or selling to any other volunteer, donor, staff or participant during the working time of the soliciting person or of the person being solicited. In addition, the posting of written solicitations on company bulletin boards is prohibited. Such boards are reserved for official organization communications such as federal and state labor law information, community partner, volunteer and staff announcements, internal memoranda, organizational

announcements, etc. Any violation of this policy may result in immediate termination of volunteer service.

Use of Personal Vehicles for Meals on Wheels, Etc. Business

Some positions will require the use of a volunteer's private vehicle. Maintaining a valid Florida driver's license and current auto insurance is a requirement for these positions.

If a private vehicle is used for Meals on Wheels, Etc. purposes, the following will apply:

Valid Driver's License: All operators of personal vehicles on Meals on Wheels, Etc. business must have a valid Florida driver's license. No volunteer with a suspended license may operate a vehicle on Meals on Wheels, Etc. business until the license has been reinstated.

Insurance: All drivers of personal vehicles on Meals on Wheels, Etc. business must have full liability insurance (personal injury and property damage) with the minimum limits required under state law. No volunteer with expired insurance may operate a vehicle on Meals on Wheels, Etc. business until the insurance has been renewed.

Operating Expenses: Meals on Wheels, Etc. does not cover nor reimburse any vehicle related expenses to volunteers using their personal vehicles, including mileage. In most cases, volunteers who use their personal vehicles are able to deduct 14 cents per mile driven in service of charitable organizations on their annual income tax, as specified/outlined in IRS rules and regulations.

Safety: Meals on Wheels, Etc. 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 Meals on Wheels, Etc. business is responsible for all fines, court costs, etc.

Any violation of the above policy regarding vehicles or misrepresentation of eligibility to use a personal vehicle on Meals on Wheels, Etc. business may result in termination of volunteer service.

Safety/Injury Reporting

To assist in providing a safe and healthy environment for volunteers, staff, participants and visitors, Meals on Wheels, Etc. has established a workplace safety program. This program is a top priority at Meals on Wheels, Etc. Information is provided to volunteers about workplace safety and health issues through one-on-one training and regular internal communication channels. These may include Volunteer Coordinator-Volunteer meetings, bulletin board postings, memos or other written communications.

Volunteers are not entitled to Worker's Compensation benefits or reimbursement of any medical bills or disability resulting from an injury sustained in the scope of any Meals on Wheels, Etc. volunteer activities.

In the case of an accident, regardless of how insignificant the injury may appear, you must immediately notify your Volunteer Coordinator and/or a member of Meals on Wheels, Etc. staff.

Return of Property

Volunteers are responsible for Meals on Wheels, Etc. property which includes all materials issued to volunteers or in volunteer's possession or control. All Meals on Wheels, Etc. property must be returned on or before your last day. Meals on Wheels, Etc. may take all actions deemed appropriate to recover or protect its property.

Important Information and Numbers to Know

(As of June 1, 2018)

Meals on Wheels, Etc. Administrative Office address:

2801 S. Financial Ct.
Sanford, FL 32773

Office Hours: Monday – Friday, 8:30 am – 4:30 pm

Office Phone: 407-333-8877

Office Fax: 407-829-2468

Website: mealsetc.org

Holidays Observed*:

New Year's Day	Thanksgiving Day
Martin Luther King Jr. Day	Friday After Thanksgiving Day
Memorial Day	Christmas Eve
Independence Day	Christmas Day
Labor Day	

*Although Administrative Offices are closed some services may be provided on holidays.

Key Volunteer Contacts: (Call the Administrative Office number, 407-333-8877, and then the extension number when prompted.)

Administration:	Extension #
Executive Director	110
Associate Director	112
Community Relations Director	103
Administrative Services Manager	109
Program Managers/Program Volunteer Coordinators:	
Home-Delivered Meals	104 & 120
Neighborhood Dining	118
Executive Chef/Kitchen Manager	100
Transportation	116
Home Projects	119

Volunteer Handbook Acknowledgment

This is to acknowledge that I have received a copy of and have reviewed the Meals on Wheels, Etc. Volunteer Handbook and understand that it sets forth the obligations of my volunteer service with Meals on Wheels, Etc.

I understand and agree that it is my responsibility to read and familiarize myself with the rules, policies and standards set forth in the Volunteer Handbook and I agree to comply with all policies and procedures. I understand I should consult my Volunteer Coordinator and/or a member of the Meals on Wheels, Etc. staff regarding any questions not answered in the Volunteer Handbook.

Volunteer (signature)

Date

Volunteer (name printed)

- I am under 18 years of age.
- I certify I am 18 years of age, or older

If Volunteer is under 18 years of age the following must be completed by a parent or legal guardian:

Name of Parent or Legal Guardian (name printed)

Date

Signature of Parent or Legal Guardian (name printed)

PLEASE DO NOT REMOVE THIS PAGE FROM THE HANDBOOK

A copy of the Volunteer Handbook Acknowledgement form will be provided to you along with the Volunteer Application and Registration form. This page/copy is for your reference and records.