

## Some More

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### **Thanks again for volunteering your time!**

We hope the information in this booklet has been helpful to you! We hope to see you enjoying your new volunteer position!

Did you know the first American home delivered meal program began in Philadelphia, Pennsylvania in January of 1954.

Funded by a grant from Henrietta Tower Wurtz

Foundation, Margaret Toy, a social worker, pioneered a program to provide nourishment that met the dietary needs of homebound seniors and other shut-ins in the area who would otherwise have gone hungry. Most of the volunteers were high school students, who were dubbed the “Platter Angels”.

They would prepare, package and deliver food to the elderly and disabled throughout the community.



# Pioneer Adult Community Center

Meals on Wheels

# Volunteer Handbook

Volunteers Make A  
Difference!



Pioneer Adult Community Center  
City of Oregon City  
Parks & Recreation  
615 5th Street  
Oregon City, Oregon 97045  
[www.orcity.org/pioneercenter](http://www.orcity.org/pioneercenter)

# Pioneer Adult Community Center

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## Staff

Center Supervisor	Kathy Wiseman
Client Services Coordinator	Jamie Davie
Meals on Wheels Coordinator	Shirley Ryan
Program Assistant	Jessica Spencer
Office Specialist II	Debbie Taplin
Transportation Drivers	Jerry Waggener Neal Schmitt Jennifer Garrick

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## Phone Numbers

Front Desk: 503-657-8287 ext.0  
Monday thru Friday 9am-4pm

Client Services: 503-722-3268  
Email: [jdavie@orccity.org](mailto:jdavie@orccity.org)  
Monday thru Friday 9am-4pm

Meals on Wheels 503-722-5979  
Email: [sryan@orccity.org](mailto:sryan@orccity.org)  
Monday thru Friday 7:30am-1pm

## Some Do's and Don'ts

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**Food safety and sanitation requirements for home delivered meals does not allow us to leave meals open and unattended. This is the reason our *Meals on Wheels* drivers:**

**Do not leave** meals in an open box, doorway, or on the porch where it can be exposed to animals, insects, and open air environments.

**Do not share** personal client information with others. Privacy is a must, unless you are speaking with the coordinator. It is important to use caution when talking about clients in public.

**Do report** any concerns you have to the Meals on Wheels Coordinator.

**Do return** any unused portions of the meal to the Center to be discarded.

**Do accept** donations to Meals on Wheels or FIDO (Friends in Dog Outreach).

**Do deliver** all items to clients. Occasionally, you will be asked to deliver other items to our homebound seniors, such as our newsletters, menus and FIDO (Friends in Dog Outreach) meals. We also try to provide small gifts throughout the year to make our clients' holidays a little more special.

# Emergency Circumstances

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One of the concerns of the Meals on Wheels driver is the real possibility of finding a client in an emergency situation. If, and when, an emergency occurs, we want to make sure both the volunteer and client do not get hurt in the process of trying to give and receive help.

Our emergency procedure is only a guide to provide you with the information to get emergency assistance as quickly as possible. Try to remain calm and proceed with care and caution.

**1. If you find a client on the floor, or in dire circumstances, do NOT attempt to move the client. Check to make sure the area is safe for the client.**

### **CALL 9-1-1**

If you are trained in CPR, and feel it is needed, you may proceed with caution.

**2. Call the Meals on Wheels Coordinator to inform her of the emergency situation.  
503-722-5979**

In most cases, the driver may resume their route after emergency services have arrived.

After an incident, communication with the coordinator is very important. You may have a hard time dealing with what has happened and talking with the coordinator will help ease your discomfort. We are available to take control of the situation, if needed.

# Welcome!

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**Thank you** for taking the time to become a new volunteer! Your time and commitment will help us accomplish the goal of providing continued services to enhance the quality of life for senior citizens and community members of all ages.

Without volunteers, many of the essential services we provide could not be accomplished.

Together, we can thrive and be an effective team working toward making our Center a successful part of our community and help meet the challenges of need and growth with pride and efficiency.

**Welcome to the Pioneer Adult Community Center!**



## Where To Begin

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When you decide to become a volunteer, we ask that you fill out our volunteer application and background check form.

Once you have been formally approved, we will call you and get you started as a volunteer as soon as possible.

According to the volunteer jobs you marked on your application, you will be contacted by the coordinator who will schedule your training.

We encourage you to be active in your community and, with your commitment, be prepared to be:

Reliable  
Courteous  
Patient  
and  
Confidential

Enjoy your new volunteer position!



## The Delivery

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Part of our program is assuring the well-being of each senior. He or she may not see anyone else for days.

When you arrive at the clients home, be sure to ring the doorbell or **knock loudly, giving plenty of time for the client to respond.** Many clients use a wheelchair, or have a disability, that makes answering the door a real challenge. Be patient during this time. If the client does not respond, you may try the door, and if it's unlocked, you can enter, and announce yourself while taking the meal into the client's home.

When you deliver meals, a short visit is important. You may be their only social contact. **Be warm and friendly.** Learn their names. Encourage them to eat the meal while it is warm. It is also important to look for and report any change, especially deterioration in their appearance and health.

You may receive donations, messages or mail that the client wants you to return to the Center. Give them to the coordinator when you return. If a client has a question you can't answer, please advise them to call us.

After completing your route, return the coolers, route sheet, and donations to the Pioneer Center kitchen.

**Speak to your coordinator about any issues or concerns you may have after the day's delivery.**

# Meal Delivery Guidelines

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We want you to be informed about the program you are interested in. Without your service, many seniors would be unable to receive a nutritious meal or see a friendly face on a daily basis. You will be helping to provide essential nutrition and preventing loss of independence. Here are some of the program basics you may need to know.

## **To be eligible for home delivered meals, a senior must**

- Be 60 years of age or older
  - Be homebound
- Have difficulty preparing a meal
- If under 60, be on Medicaid

**Meals are delivered to clients Monday thru Friday around the noon hour.** Each client is able to receive frozen meals for weekend and closure days. Meals on Wheels is a program for individuals in need of nutritional assistance and whom we want to have maintain and promote independent lifestyles. If clients regain enough health or strength, they are encouraged to attend our Center's dining room lunch, thus encouraging them to be involved with the friendly social atmosphere of dining with other seniors.

## **How a senior gets started on Home Delivered Meals:**

- A referral is made to the Meals on Wheels
  - Coordinator or Client Service Coordinator
  - An intake/evaluation form is completed
    - A home assessment is done
- Meals are typically started within two days.

# Let's Get Started

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## **RESPONSIBILITY**

Your coordinator will be the contact person for all of your volunteer needs. You will work together to determine what position and schedule will work best for you. Your scheduled day to volunteer is your day to shine. We are depending on you to help us get the job done. Whether it's answering the phone, serving coffee, or delivering a meal, all our jobs are very important and need to be accomplished.

You will be trained and informed of your volunteer responsibilities and given the contact phone number to call if you can't come in. We understand that things do happen and that you may need to have time off.

If you plan a vacation, remember to call your coordinator with the dates you will not be available so we can find a substitute for you.

We work to make volunteering fit your availability whether it be every week or one day a month.

## **We all make a difference!**

In this handbook you will find information to help you be a volunteer who makes a difference!

## Training for Meals on Wheels

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During your training you will meet your Meals on Wheels coordinator and be introduced to an experienced Meals on Wheels driver who will show you the basic responsibilities of being a driver. You will go through the steps of signing the volunteer time sheet, the drivers' sign-up board, and checking your meal and milk counts by comparing it to your route sheet.

You will ride along with the experienced driver on the route and see what it's like to deliver meals to homebound seniors. This training is important.

You will see what being a volunteer Meals on Wheels driver is all about. During the training you should take notice of where you're going and to whom you are delivering to.

You will be taught the process of communicating to the coordinator any concerns you may have about the clients.

This training starts you on the right path to a successful volunteer experience.

Sometimes you might choose a job that's not the right choice for you. You will get a feel for the job while you are training and know if it will be a good fit.

If you don't like it, you can choose something more suitable to your volunteer needs.

If all goes well, and you feel you are up to the task, you will be given a start date and will have successfully joined our great team of volunteers.

Shirley Ryan  
Meals on Wheels Coordinator  
503-722-5979

## Meal Delivery Tools

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As a Meals on Wheels driver you will use your own vehicle for deliveries. There is a mileage reimbursement opportunity to those volunteers who are members of RSVP (Retired Senior Volunteer Program). Ask your coordinator for more information.

You will be using 2 coolers to carry food items. Some lifting, bending, walking, and stair climbing may be involved in your task. You will be assigned a route sheet that tells you where you are going, how many stops you'll be making, and how many meals you will deliver. The route sheet includes client names and addresses along with their dietary needs and changes. You will also receive maps and tips to help you have a successful delivery. Your route sheet is an important tool that you will need to follow during your deliveries.

Food sanitation, quality, and care must be closely monitored. Make sure your hands are as clean as possible before you begin. Our goal is to keep hot food hot and cold food cold, as well as appetizing. How you handle the meals can make a big difference.

It is important to keep lids closed on delivery coolers and to keep meals from being damaged due to dropping or over stacking without proper inserts. We will show you how to fill your hot cooler.

Your Coordinator will work closely with you to make sure you have everything in order and will be on hand, just in case you need some assistance.