

Community	Caterer	Volunteer Coordinator or Partner	Times to Pick Up Meals	Inclement Weather or Emergency
Cannon Falls	Mayo Clinic Health System 507-263-7689	Twyla Geiken 507-263-2136	11:15 a.m.	Listen to KDHL radio or your local TV stations.
Faribault	District One Hospital 507-332-4785	Jenny Nelson 507-732-8514 800-277-8418	11:15 a.m.	
Goodhue & Bellechester	Doc Sawyer's Restaurant 651-923-4711	Mary Ellen Reding 651-380-8270	11:15 a.m.	
Kellogg	Semcac Sr. Dining 507-767-3386	Les Smoker 507-767-2261	11:30 a.m.	If the local school is cancelled meal, delivery will also be cancelled.
Mazeppa	Pine Haven Care Center 507-356-8304	Zonda Befort 507-843-4813	10:30 a.m. - 12:00 p.m.	
Morristown	Semcac Sr. Dining (Kathy) 507-332-7357	Carla Pearson 507-333-6463	12:45 p.m.	If meal delivery is cancelled for other reasons you will be notified.
Pine Island	Pine Haven Care Center 507-356-8304	PI Home Services 507-356-2999	11:30 a.m.	
Wabasha	Semcac Sr. Dining 651-565-3741	Robyn Meixner 800-277-8418 Ext. 215	11:20 a.m.	
Wanamingo	Semcac Sr. Dining 507-824-2995	Edith Kylo 507-824-2492	11:00 a.m.	
Zumbrota	Semcac Sr. Dining 507-732-5086	Donna Hinrichs 507-732-5604	11:10 a.m.	



**Meals-On-Wheels**



## Volunteer Handbook

*Three Rivers Community Action, Inc,*

*Administrative Office*

*1414 North Star Drive*

*Zumbrota, Minnesota 55992*

*800-277-8418*

**\*Keep This For Your Information\***

## WELCOME

Welcome to Three Rivers Community Action, Inc. We are glad you have joined our team of volunteers committed to the health and well-being of people in need. By volunteering you are helping to alleviate and prevent malnutrition by providing the home delivery of nutritious meals. Malnutrition can occur when a person has plenty to eat, but is eating the wrong foods and not getting enough fruits, vegetables and fiber. At the same time, your presence, however brief, helps to ease isolation of the homebound.

The benefits of volunteer work are enormous and include pride in the knowledge you are assisting people in need of support and making new friends and acquaintances. If you know of any persons who enjoy helping others and may be interested in becoming a Meals-On-Wheels Volunteer please contact the Senior Program Coordinator in your area. Three Rivers Community Action, Inc. highly values our volunteers and thanks you for giving your time.

### *Three Rivers Community Action, Inc.*

#### **Meals-On-Wheels Program**

*Also known as Home Delivered Meals*

##### **Zumbrota Office**

800-277-8418

507-732-7391

Office Hours:

7:30 a.m. – 4:00 p.m.

##### **Wabasha**

800-277-8418

507-732-7391

Office Hours:

8:00 a.m. – 12:00 p.m.

##### **Faribault**

800-277-8418

507-732-7391

Office Hours:

8:00 a.m. – 4:00 p.m.

### *Three Rivers Community Action, Inc.*



*The services, facilities, and benefits of this program are for the use of all eligible people regardless of race, color, sex, religion, disability or national origin.*

## FUNDING

We are able to provide meals to those over 60 years of age for a contribution towards the full cost of the meal (with added value nutrition services) thanks to funding and support from the following:

#### Partnerships:



- SEMAAA—federal and state dollars (Title III Older American's Act Funding) Senior Linkage Line® 1-800-333-2433



- United Way of Faribault
- United Way of Goodhue, Wabasha & Pierce Counties

#### Funding and Contributions

- Local Service Organizations
- County Public Health Agencies
- Other Local Community Funds, Combined Drives, and United Funds
- Corporate Foundations and Agency Grants
- Individual Contributions

Any donation above and beyond the meal contribution, from family or friends, or from an organization you belong to is gratefully accepted.

### ***What do I do if the participant receiving the meal is not home or does not answer the door?***

First, check the address and directions on the delivery folder to be sure you are at the right address and entryway.

Try your best to get a response to your knock. If you cannot see or hear someone inside, leave a "Sorry we missed you" flyer, located in the plastic pocket folder of the bag or cooler. Upon return, give the caterer the participant's name and address so further action can be taken.

Do not leave the meal outside. You may leave it in a cooler, a refrigerator, an enclosed back porch, or at a neighbor's if the participant has made prior arrangements. Do not leave outside the door as it could be tampered with.

In the event the meal cannot be delivered you are welcome to eat it. We encourage your comments on the meal quality. We will use this information as part of our evaluation.

### ***What do I do if the person receiving the meal looks seriously ill, unconscious, or has fallen?***

Immediate action should be taken from the participant's home. Call 911 immediately. Stay on the line until medical help arrives. Do not attempt to move him or her. After help arrives call the caterer to inform them of the situation and why meal delivery has been delayed.

### **Thank you from the staff at Three Rivers Community Action, Inc.**

Your time and volunteer spirit are greatly appreciated. Our Senior Programs Coordinators are also available to provide information and referral for any senior or caregiver of a senior over 60 years of age under our Family Caregiver and Senior Advocate Program. We can provide information and referral for residents outside of our Meals-On-Wheels delivery area.

### ***What are volunteer eligibility requirements?***

- Ability to communicate with the general public and maintain confidentiality.
- Ability to drive your own car or team with a person who has a vehicle with appropriate insurance.
- Ability to lift coolers and meal carriers or bring someone who can.
- Ability to commit to specific scheduled dates and times for pick-up and delivery.
- Ability to locate meal participant homes (ask if you need a map or better directions to a participant's home).

### ***What does a Meals-On-Wheels Volunteer Driver do?***

During the weekday noon hour, they pick up meals from our caterers, and using their own vehicle, deliver them to the participants. They pick up empty containers and bring them back to the caterer. In addition to the meal, they provide daily contact.

### ***What are the duties of a Meal-On-Wheels driver?***

- Initial the delivery sheet upon arrival at the caterer.
- Pick up the meals from the caterer at the designated time. (Your route listing the names and addresses of those you will deliver to will be attached to your designated cooler/bag. Maps are also available if needed.)
- Announce your arrival at the participant's home.
- Greet them briefly.
- Leave the meal and pick up empty containers and trays.
- Assist in opening containers if requested.

### ***Volunteering for your school, an organization or your employer***

Many people volunteer as a part of their school curriculum, organization, or while employed. You can too! Check with your organization and call your Senior Program Coordinator (see next page).

### ***Who do I go to with questions?***

Call either the Volunteer Coordinator (see list on the back of this booklet) or the Senior Programs Coordinator at:

**800-277-8418**

### ***What is the time commitment each day?***

Approximately one hour during the noon time depending on the route you are assigned for delivery.

### ***Can I bring a partner or a child with me when I deliver meals?***

Yes. A volunteer may work by themselves or with a partner. You may find you like having one person drive and one deliver the meals, or you may enjoy bringing a child with you to greet the seniors. However, please help them understand the importance of confidentiality before they go with you.

### ***Can I choose what days I will be scheduled to deliver?***

The Volunteer Coordinator, in partnership with the Senior Programs Coordinator, will contact you and arrange delivery dates on days you are available. Monthly calendars are prepared and will be sent out to you in advance. In some communities, a volunteer delivers set days per month, a week at a time or is scheduled as available. Check with the Volunteer Coordinator in your community if you have questions or concerns.

### ***What do I do if I cannot deliver on a scheduled day?***

If you are unable to drive and deliver meals when you are scheduled, please find a substitute (you will receive a list of substitute drivers) and/or notify the Volunteer Coordinator at least two business days in advance.

If you have an unavoidable emergency on the day of delivery, please call the Volunteer Coordinator. If you are unable to reach the Coordinator, please call Three Rivers Community Action at either Faribault, Zumbrota, or Wabasha.

If you would like reminder calls or postcards the week before you are scheduled to deliver, please let us know.

### ***Do I deliver on holidays?***

We do not deliver on New Year's Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving Day or Christmas Day.

In some communities, you may volunteer for other organizations who deliver meals on holidays.

### ***Do I deliver if it snows or during other weather emergencies?***

Listen to KDHL radio or watch your local cable or TV stations to see if meal deliveries are cancelled in your community. During snow emergencies, if your local school is cancelled for the day, meals will not be delivered. We want to ensure that our volunteers are safe and not traveling on dangerous and icy roads.

During other types of emergencies, such as a tornado, meals will not be delivered if the weather poses a danger to our volunteers. We will attempt to contact you. If you are uncertain and have not heard from us, please call one of our offices or your Senior Programs Coordinator.