

Edmond Mobile Meals

Volunteer Handbook

Revised July 2014

Driving away hunger and isolation, one meal at a time.



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History of Edmond Mobile Meals

In the early 1970s, Edmond Mobile Meals began as a telephone ministry that was started by seven local churches that each contributed \$25. These local churches began calling on homebound individuals on a daily basis to check in on them and to make sure they had food and transportation. This ministry quickly realized that the main concern for these homebound citizens was a hot meal. The churches came together and decided to create what is now Edmond Mobile Meals, and we delivered our first six meals on April 22, 1974.

Edmond Mobile Meals is more than just a meal program. Loving and caring volunteers prepare and deliver hot, nutritious meals. Our program overcomes malnutrition, depression and a sense of isolation. Our wonderful volunteers provide much needed human contact and monitor the welfare of our clients, which means so much to them and their families. In addition, volunteers and Edmond Mobile Meals' staff connect clients to other community-based services when needed.

Edmond Mobile Meals is an independent 501(c)(3) organization supported by many in the Edmond community. Meals are provided regardless of income, age, gender or race, and our clients are homebound individuals who are physically or mentally challenged.

For more information, please visit www.edmondmobilemeals.org

Welcome to the Team

Welcome to the Edmond Mobile Meals program! Thank you for sharing your time with neighbors in need. We are confident this will be a rewarding experience and your time will be well spent. The following is a brief overview of what you can expect from us, as well as what we expect from you.

Edmond Mobile Meals' Staff Will:

- Maintain a predictable and timely schedule for meal preparation.
- Provide specific directions to each location you will be delivering meals.
- Respond promptly to any questions or concerns you have about the program or those receiving meals.
- Provide timely and meaningful information via e-mail, newsletters, flyers or other forms of communication.
- Maintain an environment free of harassment (physical, sexual and verbal), discrimination and unprofessional conduct.

We Expect That You Will:

- Have a background check run when asked to do so by a staff member.
- Be prompt, reliable and in good health (not sick) when you arrive to cook or drive. No shows and last minute cook or driver cancellations severely tax our cooking and delivery processes.
- Call or secure a substitute when you are unable to volunteer and inform Edmond Mobile Meals by calling us at (405) 341-3111 or e-mailing us at volunteer@edmondmobilemeals.org.
- Keep track of the days you volunteer and your mileage driven for your own tax purposes.
- Be courteous and friendly to the meal recipients and other volunteers, regardless of their temperament.
- Maintain an environment free of harassment (physical, sexual and verbal), discrimination and unprofessional conduct while at Edmond Mobile Meals and while delivering meals.

- Avoid activities construed as conflict of interest which include but are not limited to: accepting or offering loans or gift of money or property from/to clients; offering medical, legal or financial advice to clients; and soliciting favors from, selling to, obtaining jobs from or in any way trying to profit from your association with our clients.
- Respect the cultural, religious and political views of clients and refrain from imposing your cultural, religious and political views or other personal agendas on clients.

Drivers' Procedures and Responsibilities

On weekdays, meal delivery volunteers (drivers) use their own cars and gas to bring hot meals to homebound individuals in the community. Delivery generally takes about 1½ hours. Volunteers can deliver as often as their schedules allow. Corporate and group routes are also available.

At Edmond Mobile Meals:

1. Arrive between 10:30-11:00 am and park on the West side of the building. We do not want meals sent out before 10:30 am because meal recipients often aren't ready to eat if it's before 10:45am. Food safety is our top priority so we cannot let recipients leave their meals at room temperature.
2. Sign in on the volunteer sheet in the main room.
3. Read over your route sheet for changes or special instructions. Do not assume that the same people are on your route each time you deliver.
4. Write your route number and number of meals you need on the white board against the refrigerator on the east side of the main room.
5. Get your milk, bread, salad and/or desserts together (the "cold items") and pack them in an insulated cooler or meal bag with ice packs (ice packs are located in the small cooler to the left of the milk refrigerator) while you wait for your meals to be brought to you.
6. Place your hot meals inside a separate insulated bag or container from the cold items. (For food safety and the meal recipients' protection, hot meals must be separate from cold food items.)
7. Enjoy delivering the meals!

While Delivering Meals:

1. Follow the delivery instructions specific to each client and DO NOT enter a client's home unless instructed to do so.
2. **If a client is not home, do not leave the meal at the person's home or apartment, even if the meal recipient has asked you to do so. Please call the Edmond Mobile Meals' office at (405) 341-3111** when a client does not answer so that we can attempt to reach the person and make sure the client is okay. We will instruct you what to do.
3. Do not move or transport clients in either an emergency or non-emergency situation.
4. Do not purchase or give medications or perform medical services under any circumstances.
5. Please do not deliver a meal to an individual unless instructed by Edmond Mobile Meals. If there is an individual that you think needs to receive meals, please have them contact us at (405) 341-3111.
6. Please do not accept any payments or gifts from the clients. If a client is unable to mail in a payment for his/her meals, please call us at (405) 341-3111 so we can contact the client.
7. If you would like the status of a client or are concerned about a client, please ask a staff member. Some examples of situations that you should report to us are: change in physical appearance of the client, the client's family has stopped taking care of them, utility companies are threatening

to shut off utilities, living conditions are not safe and/or health or mental conditions have worsened.

8. If you feel threatened by a dog or other animal, do not deliver the meal. Report the incident to the office and we will look into the situation. Be cautious and stay safe!
9. Volunteers must abide by state law regarding cell phone usage and texting while driving. Volunteers should safely pull off the road and come to a complete stop before reading or sending text messages, dialing, or talking on the phone. Texting or reviewing text message or emails while driving is strictly prohibited. Volunteers will be liable for any damages or injury resulting from noncompliance with this cellular phone policy.
10. **Remember that you have the clients' trust. Please respect the confidentiality of all the information communicated to you. Protect the dignity of the individuals receiving the meals by not discussing their living situations, health conditions, financial status or anything you learn about them with anyone other than an Edmond Mobile Meals staff member.**
11. You are our eyes and ears. When you arrive to deliver a meal, you become a source of more than food for many clients. You are a concerned person who checks on the homebound person's well-being and may be the only person to do this all day. To this end, it is important that you see the meal recipients as often as possible. If a family member or friend receives the meals regularly and the client is not visible, ask to see him or her. If any conditions of the client's health and/or living situation cause you alarm, report them to our office right away.

Emergency Procedures:

Edmond Mobile Meals serves a population that does have an increased risk of accidents and illness. While we hope none of our participants or volunteers will have an accident or become ill, we must be prepared to provide assistance if needed.

1. In case of any unusual situation at a client's home, call Edmond Mobile Meals at (405) 341-3111 as we will have contacts for each client and can usually solve a problem quickly. A short, warm conversation with the person will enable you to evaluate if any additional assistance is needed. **If a client has fallen or is bleeding, do not try to move them or treat the wound. If it is an emergency, call 911 and then call Edmond Mobile Meals.**
2. Volunteers are required to report any on-the-job injuries or accidents to Edmond Mobile Meals at (405) 341-3111 within 24 hours of the accident or injury.

In General:

1. We encourage you to bring your own insulated containers or bags for transporting the meals. However, if you do not have a cooler or insulated bag, you may use the Styrofoam containers located on the West wall of the main room. Insulated blue bags are available to purchase.
2. **While it is necessary to use the clients name while you are delivering meals, avoid use of this and other confidential information when you are not volunteering for Edmond Mobile Meals.** Each volunteer represents Edmond Mobile Meals and contributes personally to our public image by his/her dress, grooming, manner of communication, behavior, etc. Edmond Mobile Meals prohibits all employees and volunteers from being under the influence of drugs, alcohol, or other legal but intoxicating substances while at work or while volunteering.
3. Meals are not delivered on Saturdays, Sundays, or major holidays.

Tips for Success

1. A client may ask you to run errands or perform extra tasks for them. You are under no obligation from Edmond Mobile Meals to volunteer services beyond the meal delivery.
2. Because of dietary restrictions, we prohibit the giving of any other food products besides the Mobile Meals' meal. If you wish, you may make or give small **non-food** gifts.
3. **Smile!** Treat the clients with dignity: address the person by name and be a good listener.
4. Please be sure your hands are clean.
5. Do not smoke in the participant's presence.
6. Please handle meals with care. Keeping the meals level will prevent leakage.
7. Keep the lids on insulated bags closed. This will keep the meals as hot as possible.
8. **Be observant!** Remember you may be the only person that the client will see or talk to that day. Notify the office if anything does not seem right. Nothing is too small to be noted.

Meal Preparation and Packaging Responsibilities

A meal preparation volunteer helps cook, package the meals in time for delivery, and clean the kitchen. No professional cooking experience is required, and cooking is done each day in groups of 4–5.

1. Please arrive between 8:00 – 8:15am and expect to stay until 11:00-11:30am.
2. Park on either the East or West side of the building but not in the neighboring businesses' parking lots to the east of Edmond Mobile Meals.
3. We recommend you dress comfortably, keeping in mind that the kitchen gets hot, and wear closed-toe shoes for your own safety.

In compliance with State Health Regulations, we ask that you adhere to the following:

1. If experiencing any of the symptoms listed, please **DO NOT** come in, but instead call the Edmond Mobile Meals office so we can make other arrangements. Symptoms include vomiting, diarrhea, fever and excessive coughing. Must be free of symptoms for 24 hours before returning.
2. Before working with food, you must wash your hands with warm water and soap in the hand washing sink in the kitchen. (Health code requires hand-washing for at least 20 seconds to prevent bacteria growth)
3. Please wear an apron and gloves that we will supply.
4. Please wear a hair net or have your hair tied back to keep hair from contaminating food.
5. **Remove** your apron and gloves in the kitchen **before** using the **restroom** or emptying garbage, then **re-wash in hand sink** and **re-glove** in the kitchen.
6. Turn and sneeze or cough into your elbow instead of your hand or glove.
7. If you contaminate your hand (from the elbow down) by touching your hair, face, cell phone, nose, clothing, etc., you must re-glove.
8. The Health Department prohibits the consumption of food and beverages during food handling. Please do not take any food or drinks into the kitchen area while the serving line is active. We welcome you to enjoy beverages and snacks in the main room before and after working in the serving line.
9. Sanitize all utensils, pots, pans, and equipment before using.

10. When opening new products for the first time, date the container with an “opened on” date.
11. Do not pick up anything off the floor; wait until cooking and serving is completed. (Kick out of the way with your foot and, if you must, re-wash and re-glove.)
12. After dishes are washed, rinsed, and sanitized, allow them to air dry or use paper towels.
13. If you have an open sore, please use a Band-Aid and double glove.

General Information

Edmond Mobile Meals will be closed on the following holidays:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Day after Thanksgiving
Christmas Day

Edmond Mobile Meals generally observes holidays falling on a Saturday on the preceding Friday and holidays occurring on a Sunday on the following Monday.

Communication:

Please keep us informed of any address, telephone or e-mail changes you have. You can let us know about any changes in person, via e-mail (volunteer@edmondmobilemeals.org) or phone (405-341-3111).

When inclement weather occurs, Edmond Mobile Meals will follow the Edmond Public Schools closings and post on local news stations as well as Facebook.

Frequently Asked Questions

How does someone sign up for meals? Clients either contact us directly or are referred by friends, family, social workers or home health agencies.

Who can sign up for meals? Recipients must be homebound residents of Edmond, OK who cannot prepare their own hot meals and have no one else to provide for them and/or the caregiver. Meals are provided without regard to age, income, race, religion, national origin, gender or handicap.

How long do the recipients receive meals? Meals can be either short-term (less than 3 months) or long-term (as long as the recipient qualifies).

Do you provide a pet food program? We do not provide pet food but instead work with The Pet Food Pantry of Oklahoma City who provides pet food and pet services to low-income senior citizens and the homeless.

What other resources are available? Edmond Mobile Meals partners with other organizations in the community to provide resources to our clients. For a list of those resources, please ask a staff member.

Is there a minimum age requirement for volunteers? Volunteers should be at least 18 years of age to cook and deliver meals by themselves. We welcome children under the age of 18 to deliver with a family member or friend who is at least 18 years of age.

Can someone volunteer to satisfy court ordered community service? We currently do not have opportunities for individuals needing court ordered community service.

How is Edmond Mobile Meals funded? Our 501(c) (3) program relies on the generosity of the community. Funding is provided by contributions from meal recipients, churches, businesses, social and civic organizations, and volunteers like you. Please contact us or visit the website to make a one-time or ongoing contribution.