

Volunteer Code of Ethics

Meals on Wheels Ministry, Inc. recognizes the critical role of its volunteers, and is extremely grateful for their dedication, their time and their compassion. Meals on Wheels, Inc. accepts the service of all volunteers with the understanding that such service is at the sole discretion of the agency.

Meals on Wheels Ministry, Inc. asks you as a volunteer to:

- ✓ Perform your service to the best of your ability, maintaining the clients' interests as your primary focus.
- ✓ Observe, maintain and protect confidentiality regarding clients, and avoid sharing with anyone information that identifies clients.
- ✓ Treat proprietary or privileged information involving staff members or other volunteers as strictly confidential.
- ✓ Avoid activity construed as conflict of interest, i.e. neither accept loans or gifts of money or property from clients nor give gifts of money or property to clients, unless through an organized agency program.
- ✓ Refrain from offering medical, legal, or financial advice to clients.
- ✓ Respect the cultural, religious, and political views of clients and refrain from imposing your cultural, religious, and political views on clients.

Volunteer Driver Guidelines

Packaging Procedures

1. Arrive at the Meals on Wheels Ministry, Inc. facility at 3001 Robertson Road between 10:30am and 12:00pm. If, for any reason, you will be later than 12:00pm, please notify the Director of Volunteers at **903-593-7385 x2908**. All meals must be delivered by 1:30pm. We must know that you are coming to deliver your route. Our senior citizens depend on you!
2. Please sign in when you arrive to pick up the meals. The meals will be set up in numerical order on carts in the volunteer lounge. For each route, there should be 1 red meal container, 2 paper bags, and 1 milk box. Please check your route sheet for the number of meals and milks you will need and double-check the number you have in your container and bags before leaving the facility.
3. The route sheet is updated daily. Please always review the route sheet for changes. Never use an old route sheet to deliver meals!
4. You may choose to bring your own cooler and transfer your meals from the red containers belonging to Meals on Wheels Ministry, Inc.. We ask that if you do choose to deliver the meals with the red container, please return it to our facility or Green Acres Baptist Church on the same day.

Meal Safety

- ✓ Handle the meals with care, as if you cooked the meal yourself. Keep the meals level when transporting during delivery. When meals are not level, spillage and leakage may occur.
- ✓ Follow the delivery procedures closely in order to keep hot foods hot and cold foods cold. Packing the food properly and uninterrupted delivery are essential to prevent bacteria from forming, causing food poisoning.
- ✓ During your route, be sure to close your container securely after taking out a meal. This helps to retain a safe temperature level.
- ✓ Strongly encourage your clients to put their meal in the refrigerator if they are not going to eat the meal immediately.

Delivery Procedures

1. If a client does not answer the door:
 - ✓ Please be patient and give the client ample time to get to the door. You may try knocking at another door. If you find a note at the client's home to leave the meal on the porch, in the chair, between the door and screen, or the client has provided an insulated container – **DO NOT LEAVE THE MEAL**. The client may be away from the home longer than anticipated and there is danger of food spoilage.
 - ✓ Attempt to call the client if the phone number is listed on the route sheet.
 - ✓ If a client does not answer the door or phone, please call the Director of Homebound Meals at **903-593-7385 ext. 2910** or your local site manager so they can notify the emergency contact.
2. Most clients will come to the door to receive the meal. In some cases, a client may ask you to come in and place the meal inside of the home. If the person needs additional help, instructions will be on your route sheet.
3. **Changes in the clients' condition.** If you notice any substantial changes in the mental or physical condition of a client or in their living conditions please call the Director of Homebound Meals at **903-593-7385 ext. 2910** or your local site manager so they can notify the case worker .

Personal Safety

Personal Safety of all volunteers is very important. Please review the following precautions.

1. Dress comfortably. Leave valuables at home or locked in a secure place in your vehicle.
2. Always lock your car when getting out and check back seat and floor before getting back in the car. Have your keys ready when approaching your vehicle. **Never leave your car running or the keys in your car while going to the door to deliver a meal.**
3. Be alert at all times, even in familiar surroundings.
4. Report any hazards that occur during your delivery, such as dogs, etc.
5. Use your common sense. Do not walk into a bad situation.
6. If you find a client in a medical emergency, call 911 and notify Meals on Wheels Ministry, Inc. immediately.

Please call MOWM if:

1. You will be unable to deliver meals on your regular scheduled day at least 24 hours ahead of time if possible.
2. You will be later than 12:00pm to pick up your delivery route.
3. The client does not answer the door. Many times, you are the only personal contact the client has during the day. We must check on people who do not answer the door by calling them or their emergency contact. The Director of Homebound Meals is on the phone a lot while you are out delivering your route. If you get a voice mail, please leave your message including your name, what route you are on, and the person who did not answer the door. We will contact the emergency contact.
4. You are having difficulty locating an address, so we can help you with directions.
5. You notice any change in the client's condition or environment, such as:
 - * Disorientation to time or place,
 - * Speech,
 - * Changes in mobility,
 - * Shortness of breath or labored breathing,
 - * Inadequate heating or cooling,
 - * Unopened meal containers from the previous day,
 - * Safety hazards: dogs, broken steps, etc., or
 - * Lack of utilities, electric, gas, water, etc.

Meals on Wheels Ministry, Inc.

Client Confidentiality Policy

In the course of the daily activities conducted by Meals on Wheels Ministry, Inc., employees and volunteers will be in personal contact with clients. This often necessitates the sharing of proprietary information concerning Meals on Wheels recipients.

All volunteers are required, as a caveat of volunteerism, to abide by the following policy concerning confidential information or activities in connection with the performance of each individual's service. This policy is binding to all volunteers.

All information concerning any client or applicant of Meals on Wheels Ministry, Inc. is strictly confidential. This includes name, address, phone number, living condition/circumstance, income status, and physical condition. The services received by clients and other similar information, as determined by the Executive Staff, are also strictly confidential. All volunteers shall guarantee every person that receives the services of Meals on Wheels Ministry, Inc. this right to his/her personal privacy.

Any volunteer that knowingly and deliberately reveals confidential client information to any unapproved source will be removed from their duties with Meals on Wheels Ministry, Inc.

For inquiries concerning the interpretation of this policy

Michael Powell
Executive Director
3001 Robertson Road
Tyler, TX 75701
903-593-7385