

# LA HABRA MEALS ON WHEELS

## VOLUNTEER PROCEDURES

OFFICE # (562) 383 -4221

If you are unable to deliver on your assigned day, notify the MOW office staff. In order to facilitate finding a substitute, please give as much advance notice as possible.

### PICK UP

Arrive between 10:45am and 11:00am at La Habra Community Center (101 W. La Habra Blvd, La Habra, CA 90631). Punctuality is essential to the community centers regular operations.

Staff will pack the meals, containing beverages and one pre-frozen meal and lunch. Each client's order is comprised of a hot meal (pre-frozen the same day) and a lunch unless otherwise noted.

### DELIVERY

Meals are to be delivered to the clients between the hours of 11:00 a.m. and 12:30 p.m. The driving directions are inside the binder along with other pertinent client information, such as specific instructions and contact information. Always check the front cover of the binder for special client information such as "off two weeks" or "in hospital".

When new to a route refer to the binder for specific presentation directions. Some common deviations are: leave in cooler, knock on back door, knock, announce yourself and enter the residence.

### COOLER

Meals may be left in a client's cooler beside the door unless otherwise noted. The **cooler MUST CONTAIN ICE** or an ice pack.

### NO ANSWER

If a client fails to respond or does not have a cooler set out, phone the client. If still no response, phone the client's contact person and inform them of the situation. These phone numbers will be in the binder. If still lacking an explanation call the MOW office. **DO NOT** contact a neighbor if there is no answer unless such is indicated in the client information.

### CLIENT PAYMENTS

When a client hands a volunteer a payment put it in the pouch at the front of the route binder.

If a client gives you cash for their account, politely say you prefer check if that is convenient. If a check is not a practicable option, accept the cash. **Count it** in front of the client **and give a receipt** (you can find it in your route binder). Place the cash inside an envelope from the binder. When you return to the community center, please turn the cash in to MOW staff and inform them which client it is from.

(We do not accept tips)

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**A FRIENDLY FACE**

Some clients may have very limited personal socialization. If you have the time, a few minutes of conversation with the client may bring them great pleasure. MOW volunteers deliver more than meals.

**COMPLAINTS**

Occasionally, a client will have a food complaint. Express regret that the food was not satisfactory and ask the client to phone the office with their complaint.

**FOOD SUBSTITUTIONS**

The drink options available are milk, apple or orange juice. Food is purchased from SeniorServ and they provide a set menu at the beginning of the month. We try and accommodate those who do not eat fish with a substitute meal. This will be noted on the front of the binder. Larger portions are not available.

**SAFETY**

If entering a client's residence, it is preferential that both volunteers go in together. This is for the protection of our volunteers- protection from accusations, physical harm or embarrassing encounters. Don't worry. Typically, our clients are nice and very appreciative.

Please report any unsafe or unusual conditions at the client's home to MOW staff that could represent a threat to the health or safety of either the client or MOW volunteer.

**EMERGENCY**

Rarely the MOW volunteer will discover an emergency. Phone 911 and report it to the office.

**RETURN BAGS & BINDER**

Upon completion of your route, return the delivery bags and route binder to the Community Center.

**Thank you so much for joining Meals on Wheels!**