



Senior Resources

Empowering seniors to remain healthy & independent

2017-2018

Meals on Wheels

Volunteer Manual

MEALS ON WHEELS (MOW)

In 1967, Senior Resources, Inc., a private non-profit organization, was founded to serve the Midlands area of Richland and Lexington counties. In 1974, the first congregate nutrition program began in the Midlands. In 1975, the first MOW program delivered 1,000 meals until Lexington County took over their own nutrition programs in 1982. The program has come a long way and now over 100,000 meals are served in Richland County each year.

What is the need?

The number of people who could benefit from Meals On Wheels grows at a rapid pace each year, and will continue to grow as our population ages. As the need for Meals On Wheels grows, so does the need for meal delivery volunteers.

Who receives Meals On Wheels?

Individuals who live alone, are unable to shop or prepare meals, are primarily homebound, and have no family member or responsible person to prepare meals regularly may qualify to receive this service. For some people it is a temporary solution while recuperating from an illness; for others it is a permanent solution to maintaining their independence and continuing to live in their own homes.

How can an individual receive meals on wheels?

Individuals may apply for themselves or be referred by a doctor, another agency, family member or concerned individual. Home visits are made to assess the level of need.

What is the cost ?

Depending on income, some recipients are asked to pay the full cost. Others are asked to give a contribution for their meals. However, no one is denied a meal based on income.

How does Meals On Wheels work?

Meals, prepared by a caterer, are packed and delivered by volunteers Monday thru Friday. It takes over 400 volunteers weekly to provide this service.

Volunteer Opportunities

Volunteers are needed to pack and/or deliver meals during the hours of 8:45 a.m. and 12 p.m. (depending on the work site).

Meals on Wheels Locations

Good Shepherd Lutheran Church

3909 Forest Drive
Columbia, SC 29205

Packing: 8:45 a.m.—10:30 a.m.

Pickup for delivery: 10:45 a.m.—11:45 a.m.

Go around the church parking lot to the children's gated playground. The Meals on Wheels entrance is just down the sidewalk and to the right. Entrance is marked "ENTER".

Westminster Presbyterian Church

1715 Broad River Road
Columbia, SC 29210

Packing: 8:45 a.m.—10:15 a.m.

Pickup for delivery: 10:45 a.m.—11:45 a.m.

Parking is in front of church. Signs will be out in front of double blue doors for the entrance. Knock so the staff can let you in.

Volunteer Opportunities

Volunteer Packer's Description

- ◇ Please arrive at the site at 8:45 a.m. Please do not arrive earlier than that time as the site manager has paperwork to complete before packing can begin.
- ◇ Allow 1 1/2 hours for packing the meals.
- ◇ No training is required for packing. The site manager and their staff will teach you on your first day.
- ◇ Packers will need to wash their hands and wear plastic gloves while packing meals for sanitary and safety reasons.
- ◇ Packers will assist the site manager with the food packing and clean up once the packing is complete.
- ◇ Call the Senior Resources, Inc. main office if you will not be able to make it for your planned volunteer slot—803.252.7734; Mekia: ext. 236.
- ◇ If you leave a message, please leave your first and last name, the day you are scheduled to pack and which location (Good Shepherd or Westminster).

Volunteer Driver's Description

- ◇ Scheduled pick up is between 10:45 and 11:45 a.m.
- ◇ If you are unable to deliver at your scheduled time, please contact the Senior Resources, Inc. main office at 803.252.7734. You can contact Mekia: ext. 236.. Please call as soon as possible so the slot can be covered.
- ◇ Allow 1 1/2 hours for pick and delivery of the route.
- ◇ You will need two coolers for delivery. One will be used to keep the hot food warm and the other for the cold items. One cooler should be about 26 quarts and the other may be smaller.
- ◇ Please refrain from having pets in your vehicle during pick up and delivery of meals.
- ◇ When arriving, check in with the site manager and pick up your daily route slip. Routes can change so confirm you have the correct day.
- ◇ Volunteers for both locations are responsible for getting milk out of the cooler for their route. At the Good Shepherd site, you may also need to count out bread, fruit and other items for the meal that day. The site manager will give you the meals for delivery that day.
- ◇ Do not leave the meal if there is no one home to accept it. Leave the client a door hanger letting them know you attempted to deliver the meal. Door hangers can be picked up at the site. If you find yourself without door hangers, a note will work to let them know.
- ◇ If a client is not home, you may give the meal to another client on the route. If you do give the meal to another client, just check to make sure if they receive a regular or special meal and that it is the same.
- ◇ **Please notify Ann-Marie at the Senior Resources, Inc. office if the client isn't home: 803.252.7734 ext. 229. Please leave a message if she is not available.**
- ◇ Please be sure to clean your coolers after finishing delivering for the day.
- ◇ Each site has a time frame for delivery pick ups. If you do not arrive in that timeframe, the office will contact you to make sure everything is ok and to check if you are still able to deliver.

THANK YOU FOR ALL YOU DO AS VOLUNTEERS!

Contacts at Senior Resources, Inc.

Director of In-Home & Community Based Services:

Anne Shissias, 803.252.7734 ext., 234
ashissias@seniorresourcesinc.org

Assistant Director of In-Home & Community Based Services:

Stephanie Sears-Keene, 803.252.7734 ext., 235
ssears-keene@seniorresourcesinc.org

Wellness and Volunteer Coordinator:

Mekia Alston, 803.252.7734 ext., 236
malston@seniorresourcesinc.org

Volunteer Program Assistant:

Ann-Marie Polsley, 803.252.7734 ext., 229
ampolsley@seniorresourcesinc.org

SRI Holidays

Senior Resources, Inc. will observe the following holidays. If you would like to check if meals will be delivered on a certain day, please call us at 803.252.7734.

New Year's Day
Martin Luther King, Jr. Day
Spring Holiday (Good Friday)
Memorial Day
Independence Day
Labor Day
Thanksgiving
Day after Thanksgiving
Christmas Eve
Christmas

Volunteer Bulletin Boards

At the sites there will be volunteer bulletin boards with more information. This will have the monthly calendars and all volunteer information and updates. Please check the board for upcoming volunteer events .



Other Volunteer Opportunities

Volunteers are the best recruiters. Please pass the word along to family, friends, churches, clubs and organizations that want to help make a difference. We appreciate the time and effort it takes to help improve the quality of life for the elderly and disabled citizens of Richland County.

Alternate volunteers are needed to step in and assist when there are open positions and others that are unable to fulfill their packer/delivery spot. An alternate will be contacted as soon as we know the person in a position is unable to make it. We understand if you also may not be available when we call.

Thanksgiving

Meals on Wheels will deliver early Thanksgiving morning. We welcome anyone that would like to participate and also try to use this as a day off for the regular volunteers. If you would like to pack or deliver on Thanksgiving, please call 803.252.7734; Ext. 229 to reserve your spot.

Wellness Centers

Senior Resources, Inc. also has four Wellness Centers to provide services to the community. There are opportunities for packers and delivery people for Meals on Wheels. Other opportunities for volunteering are with activity programs as the centers. If you are interested in volunteering, please contact Mekia Burgess at 803.252.7734 Ext. 236

Blythewood Wellness Center

Killian Park
1424 Marthan Road
Blythewood, SC 29016
803.252.7734 Ext. 236
Hours: Monday—Thursday 10:00 a.m.—2 p.m.

Bishop Avenue Wellness Center

6429 Bishop Avenue
Columbia, SC 29203
803.252.7734 Ext. 236
Hours: Monday—Friday 10:00 a.m.—2 p.m.

Eastover Wellness Center

117 Henry Street
Eastover, SC 29044
803.353.3275
Hours: Monday—Friday 10:00 a.m.—2 p.m.

Hopkins Wellness Center

150 Hopkins Park Road
Hopkins, SC 29061
803.252.7734 Ext. 236
Hours: Monday—Friday 10:00 a.m.—2 p.m.

If you would like more information, please contact us at 803.252.7734.

Concerns to Look for with Clients

- Several days of partial or uneaten food trays left in view
- Offensive odors
- Unattended pets
- Piled up mail or newspapers left outside
- Confusion, disorientation, forgetfulness, withdrawal
- Difficulty moving around, reported falls or dizziness
- Anger, depression, loneliness, anxiety
- Repeated statements of poor health, sleep disturbance, loss of appetite, difficulty paying bills, inability to afford transportation
- Cuts and bruises
- Recent loss of spouse, family member, friend, pet
- Deterioration in clothing, hygiene, grooming
- Changes in speech, hearing, sight, facial expression, eye gaze, posture

If you have concerns, please contact us at 803.252.7734.

Suggestions for your response to troubling situations

- Use of client's name in the conversation or greeting, identification of self.
- Statement of purpose of visit.
- Slow, distinct speech, short sentences, lowered vocal tone
- Direct eye contact
- Open-ended statements (who, what, when, where, how, tell me about....)
- Patience, allowing client time to formulate thoughts, responses.
- Careful listening, but let client know when you don't understand.
- Repeat client's statement to obtain clarification, elaboration.
- Expression of concern, care and desire to try to obtain help (Please remember not to make commitments you can't keep)

Emergency Procedures

If for some reason you feel there is an emergency when arriving at a client's home, call 911. After notifying 911, please contact the office so we may follow up with the client and their family.

Volunteer Code of Conduct

The Board of Directors and staff extend their appreciation to you for your interest and support.

Your role is that of a caring, responsible citizen who serves persons needing nutritional help and social interaction in an effort to enhance the quality of their lives. As a volunteer you are encouraged to be friendly with the recipients, however never familiar. **You are our ambassador—keep it positive across the board.**

GUIDELINES:

1. PRIVACY ISSUES

Respect the rights and privacy of participants:

- ◇ Do not interject or discuss religious beliefs, attitudes, values or offer medical advice.
- ◇ Political views are personal and are not to be discussed.
- ◇ The recipients we serve are often vulnerable, frail, lonely and at risk of possible exploitation and/or easily influenced. It is our responsibility to accept this and not in anyway take advantage of any information for personal and/or financial gain.

2. MONETARY COMPENSATION

Monies will not change hands:

- ◇ No tips or monetary acknowledgements are to be accepted from any participant for delivery of meals.
- ◇ All participant meal contributions and concerns are to be directed to the Senior Resources, Inc. office at 2817 Millwood Avenue.

3. ACTS OF KINDNESS

Acts of special kindness (included but not limited to shopping, correspondence, and reading) are acceptable but should not become obligatory. Often, the participants wish to convey their gratitude with a small token of their appreciation. During the holiday season this is acceptable.

4. JUDGMENTS

Volunteers are not to judge living conditions or standards - only to serve with care and intelligence. We encourage your observations including but not limited to changes in appearance, behavior, environment, living conditions and/or nutritional habits. All observations should be shared with the Senior Resource office at 2817 Millwood Avenue.

5. CONFIDENTIALITY

Information regarding the participant, including name, address, pertinent information, etc. is strictly confidential. Participants' identities, diagnoses and problems will not be discussed except with the Meals on Wheels staff.

Compliance with this code of ethics is crucial for Meals on Wheels to continue the mission to help people maintain their independent lifestyles. All recommendations, concerns, or questions are greatly appreciated.

Revised 03/2013



*2817 Millwood Avenue
Columbia, SC 29205*

www.seniorresourcesinc.org — 803-252.7734

Handbook Receipt

Name: _____ Date: _____

3909 FOREST DRIVE

DRIVER

PACKER

WESTMINSTER

DRIVER

PACKER