



# MEALS ON WHEELS & MORE HANDBOOK

For Volunteers and Recipients



Community Action Partnership of North Alabama

1909 Central Parkway S.W.  
Decatur, AL 35601  
Phone: 256-355-7843

[www.northalabamacommunities.org](http://www.northalabamacommunities.org)



## WHO WE ARE

Community Action Partnership of North Alabama (The Partnership) is a leading non-profit organization in North Alabama that is committed to reducing or eliminating the causes and consequences of poverty. This is achieved through various programs created by The Partnership, as well as through strategic partnership with other non-profit organizations. Programs of The Partnership:

- Community Development
- Family Development
- Financial Literacy
- Foster Grandparents/Senior Companions
- Head Start/Early Head Start/Pre-K
- Home Weatherization and Rehabilitation
- Housing Counseling
- Low Income Home Energy Assistance (LIHEAP)
- Meals on Wheels & More

For a listing of counties offering the above programs or for more information in general about Community Action Partnership of North Alabama visit us online at [www.northalabamacommunities.org](http://www.northalabamacommunities.org)



## Table Of Contents

About Meals On Wheels .....	4
Staff Expectations .....	7
Volunteer Expectations .....	8
Recipient Expectations .....	10
Client Requirements .....	12
Holidays .....	13
Inclement Weather .....	14
Volunteer Opportunities.....	15
Job Descriptions.....	16
Frequently Asked Questions .....	24
2-1-1 .....	26
Vision, Mission, Values .....	27
Agency Programs Contact Information.....	28

*"Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, that's the only thing that ever has."  
-Margaret Mead*

*"For a community to be whole and healthy, it must be based on people's love and concern for each other."  
-Millard Fuller*



## About Meals on Wheels & More



### Mission Statement

**Meals on Wheels & More** enhances the quality of life of homebound individuals by providing nutritious meals, personal contact and related services.



**The Community Action Partnership of North Alabama**, a results-driven, non-profit business is committed to reducing or eliminating the causes and consequences of poverty for families and communities.



The **Meals on Wheels & More** program is a locally funded program that depends on contributions from the community. Our program is supported by the United Way of Morgan County, local churches, city and county governments, individuals, estates and businesses. Each year The Decatur Daily conducts a **Meals on Wheels & More** awareness campaign during the month of February that results in financial support from the community at large.

## **About Meals on Wheels & More *(cont'd)***

**Meals on Wheels & More** is operated by the Community Action Partnership of North Alabama, Inc. which is governed by a Board of Directors from Lawrence, Cullman and Morgan counties. There is also a Meals on Wheels Advisory Council that meets quarterly. The Community Action Partnership is a private non-profit organization.

The **Meals on Wheels & More** program was created to meet the nutritional needs of the elderly and disabled homebound residents of Morgan County. We currently provide an average of 325 nutritional meals daily. These meals are prepared by staff at our licensed kitchen facility which is located at 1510 4<sup>th</sup> Avenue SE in Decatur.

Fifty volunteers give time to the program monthly in Decatur and Hartselle communities. These volunteers deliver meals to homebound clients and they provide daily social contact to ensure the wellness of the client.



## About Meals on Wheels & More *(cont'd)*

Since 1972, **Meals on Wheels & More** has prepared and delivered nutritious meals as well as provided social interaction for hundreds of thousands of vulnerable clients.

Through daily contact with our volunteers, our agency provides the following results to meal recipients:

- Increased independence and social well-being
- Improved quality of life
- Sustained economic independence
- The ability to remain in their home
- The fostering of existing family structures
- Reduced costs to the clients, family & taxpayer
- "In crisis" or vulnerable clients are moved one step closer to stability
- Clients can be helped during times of transition when dealing with traumatic life-changing events such as cancer, serious car accidents and work-related injuries
- Additional client needs are addressed through our many agency programs and through referrals to community providers.



## **Welcome to our Meals on Wheels & More Program!**

### **To Volunteers,**

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, what we expect from you, as well as what we expect from our meal recipients.

### **The Meals on Wheels Staff Will:**

- Maintain a predictable and timely schedule for meal preparation & pick up.
- Provide a map and route sheet that contains the names, addresses & telephone numbers for each location you will be delivering meals to.
- Respond promptly to any questions or concerns you have about the program or those receiving meals.
- Provide additional training when we consider it to be helpful to you and a worthwhile use of your time.
- Provide timely and meaningful information via flyers or other forms of communication.



## **We Expect That Volunteers Will:**

- Be prompt and reliable.
- Call or secure a substitute when you are unable to deliver or fulfill your tasks.
- Drive carefully & safely. Follow state seat belt laws and refrain from texting while driving.
- Handle food coolers with care to avoid spills.
- Be courteous and friendly to the recipients, regardless of their temperament.
- Call a member of the **Meals on Wheels & More** staff to express any concerns you have about the health or safety of a recipient.
- Never leave a meal outside unless prior arrangements have been made with recipient (they have a cooler in order to maintain proper food temperature). If client is not home, leave a door hanger so clients know that we attempted delivery.
- Mark route sheets each day with an '**X**' for each client as you deliver meals. If you do not deliver a meal, mark the designated box with an '**O**' for that particular day.

## **Volunteer Expectations** *(cont'd)*

- Honor each client's right and privacy by returning route sheets to **Meals on Wheels & More** when you finish your route. The information you provide is used to track meals served as well as outcomes for each client. Accurate statistical information is essential to our funders and all who give financial support to **Meals on Wheels & More**.
- If you determine that a client has an additional need (utility assistance, home health care, transportation, heaters/air conditioners etc.) please refer them to 2-1-1. This service provides a one-stop place for anyone seeking information. 2-1-1 brochures are available for you at the **Meals on Wheels & More** kitchen. Please keep these brochures with you so you can share as needed with anyone you come in contact with that has similar basic needs.
- Talk to others about your experience at **Meals on Wheels & More**.
- Please contact the Director of Community Services at 256-260-3103 with any ideas/recommendations that will improve the services we provide.

***Thank you for your commitment to volunteer!***

## **We Expect that Recipients Will:**

- Be home to receive your meals between the hours of 10am–1pm **If you will not be home for the meal delivery, you must contact the kitchen staff at 256-351-6850 by 8:30 a.m. the day of scheduled delivery to make them aware. If you fail to contact the kitchen before 8:30 a.m., please leave a note on your door letting the driver know that you will not be home.** Volunteer drivers have been instructed not to leave meals if you are not home to receive them **unless** prior arrangements have been made. Volunteers will leave a door hanger if they attempt to deliver a meal and you are not home.
- If you fail to notify **Meals on Wheels & More** staff that you will not be home or don't leave a note on the door, our driver will note this on the route delivery sheet and staff will attempt to contact you and/or your emergency contact person to check on your well-being.
- Recipients may temporarily cancel meal service for up to eight (8) weeks (common reasons include temporary stay at rehabilitation facility, temporary stay with family, vacation etc.) We will resume your meal service when you return home. If it has been longer than eight (8) weeks, a new referral form may be required.
- Report any changes in your health, address, telephone number or emergency contact information to the **Meals on Wheels & More** Staff at **256-351-6850** as soon as possible.

- Meal recipients agree to provide safe conditions for **Meals on Wheels & More** staff and volunteers entering the premises. This includes but is not limited to:
  - having dangerous pets locked up or otherwise restrained,
  - absence of illegal activities or inappropriate behavior in and around your residence,
  - absence of unsafe structural conditions.
- **Meals on Wheels & More** complies with all health, sanitary and food safety regulations. However, once you (or other responsible parties) have accepted the meal, you assume responsibility for proper food handling and storage. Our obligation has been fulfilled.
- Drivers for **Meals on Wheels & More** are volunteers and staff who come from diverse backgrounds. Meal recipients agree to receive this service from any server who is assigned to deliver the route, regardless of race, gender, or national origin.
- Recipients are discouraged from giving gifts to volunteers and staff who deliver meals. Recipients should direct any monetary donations directly to **Meals on Wheels & More** (envelopes are available). Donations should be mailed to 1909 Central Parkway, Decatur, AL 35601. ***Donations can be made in honor of a volunteer.***
- Share concerns, complaints or suggestions regarding our services with the Director of Community Services at **256-260-3103**. This would also include reporting any concerns or inappropriate behavior involving any of our staff or volunteers.

## **Client Requirements**

**Meals on Wheels & More** recipients are homebound residents of Morgan County who cannot prepare their own meals and have no one else to prepare meals for them. They are delivered one meal each day Monday through Friday (except holidays). Meals are available for short term or long term needs. Meals are available to those who are homebound and living alone, without regard to age, income, race, religion, national origin, gender or disability.

### **Requirements:**

- Homebound (client does not drive or driving is very limited)
- Physically or mentally incapacitated to the point where meal preparation is difficult, if not impossible
- Lives alone or with another incapacitated person or is alone during the day and is not able to prepare meals for themselves
- Completed Meals on Wheels and More Referral Forms must be completed, signed, and submitted to MOW by the referring physician, social worker, or home health agency. We will call the potential meal recipient within 10 business days after we receive the form to do a telephone interview, review client responsibilities and then begin their service.

### **Additional Information:**

- There is no age limit.
- Meals are provided at no cost. Monetary donations are welcome.

## **Client Requirements *(cont'd)***

Meals are delivered between 10am and 1pm. Meal recipients must be home during these hours to receive meals, unless prior arrangements have been made.

If you will not be home to receive your meal, please call **256-351-6850** so we are aware.



## **Holidays & More**

**Meals on Wheels will be closed on the following holidays (extra food may be sent prior to a holiday when possible).**

New Year's Day  
Martin Luther King, Jr. Day  
President's Day  
Good Friday  
Memorial Day  
Independence Day  
Labor Day  
Columbus Day  
Veterans Day  
Thanksgiving Day (Thursday & Friday)  
Christmas Eve  
Christmas Day

**Note:** If a holiday is on a weekend or if there are changes in regularly scheduled meal deliveries, you will be notified in advance if at all possible.

## **Inclement Weather**

### **Inclement Weather Policy:**

In case of inclement weather/hazardous driving conditions, we will follow the closing schedule for Decatur City Schools. If Decatur City Schools are closed, meals **WILL NOT** be delivered. If Decatur City Schools have a delayed opening, meals **WILL** be delivered. However, meals may be delayed due to driving/road conditions.

Please watch your local television station or listen to local radio station regarding closings/delays for Decatur City Schools.

If you any questions please call **256-351-6850** or **256-260-3103**.

In the event of Inclement weather we will make every effort to provide our clients with extra meal(s) containing nutritional, non-perishable items such as canned soup, crackers and fruit that can be prepared by the client to replace regularly-delivered meal(s).



## Volunteer Opportunities

### **Meal Delivery:**

Volunteers are needed to pick up and deliver meals to homebound neighbors throughout Morgan County. Meals are picked up Monday through Friday between 9:30am-10am either at our kitchen on 1510 4<sup>th</sup> Avenue or at the Hartselle Train Depot in Hartselle.

Delivery takes from 1 to 1.5 hours.  
*This is a family-friendly volunteer opportunity and great for groups!*



### **Meal Packaging:**

Volunteers are needed to package meals at our **Meals on Wheels & More** kitchen Monday through Friday from 8am until 9am. The minimum age for this volunteer opportunity is 14 years old (may be younger if accompanied by an adult). *This is a great group opportunity!*

### **Corporate Adopt-A-Route Program:**

Companies across Morgan County have discovered **Meals on Wheels & More** is the perfect volunteer fit for their employees. Volunteers deliver meals during their lunch hour either once a week, once a month or as their schedule will allow. The program provides great corporate social responsibility with consistency, flexibility and ease. It allows busy people to give back to their community without taking away precious evening and weekend time. Your company is seen as a community partner, while building exceptional employee morale and creating better employee communication and team building.

## Job Descriptions



### **Meal Delivery Volunteer Job Description**

A meal delivery volunteer brings meals to homebound persons in the community. Meals should be picked up between the hours of 9:30 – 10:00 a.m. Delivery takes from 1 to 1.5 hours. Volunteers can deliver once a week, every other week, or once a month. Corporate and group routes are available. Meals are not delivered on Saturday, Sunday, or certain holidays. Extra food may be sent prior to the holiday. All meals are provided to our clients free of charge. Please do not accept financial contributions from clients. Gift envelopes are available from the **Meals on Wheels & More** office should a client wish to make a monetary donation, which must be accounted for properly.

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***Note—On occasion you will also be required to deliver additional items such as literature on community resources and/or a quarterly newsletter along with recipient's meals.***

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## Job Descriptions (*cont'd*)

Below are some suggestions to follow when you volunteer for **Meals on Wheels & More**.

When you arrive at the **Meals on Wheels & More** kitchen to deliver meals you will:

- Report to the Food Service Manager to get your route sheet.
- 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.*
- Check your meal count prior to leaving the kitchen.
- Load coolers containing meals and milk into your vehicle. (**Meals on Wheels & More** will provide containers and coolers. Always keep meals separate from milk.)

When you visit each **Meals on Wheels & More** recipient, remember the following:

- Introduce yourself, be friendly and call recipient by name.
- Ask where they would like the meal to be placed.
- Suggest that the meal be placed in the refrigerator if they are not going to eat it right away.
- Our goal is to deliver a hot meal to the recipient so please keep each visit brief.
- Return the delivery containers and completed route delivery sheets to the kitchen.

## **Job Descriptions *(cont'd)***

Be aware of appropriate behaviors of the client/volunteer relationship:

- Do not be judgmental regarding other people's lifestyle or personal habits. Always treat our recipients with respect.
- Do not give medical advice or administer medicine of any kind.
- Do not give legal advice.
- Do not interfere with family matters.
- Please contact the kitchen at **256-351-6850** or the Director of Community Services at **256-260-3103** if you have any concerns.
- Remember that you are the LINK we have to the recipients so please keep our staff informed. Your job is to deliver meals. If the recipient asks you to do other things, please refer them to **256-260-3103**. Staff will provide information about possible community resources.

Mark route sheets each day with an '**X**' as you deliver meals. If you do not deliver the meal, indicate with an '**O**' on the route sheet. Please return clip board containing marked route sheet each day along with coolers. Delivery information is entered weekly and the information you provide is used to track meals served, as well as outcomes for each client. Accurate statistical information is essential to our funders and all who provide financial support to **Meals on Wheels & More**.

## Job Descriptions *(cont'd)*

- **If a client is not home, do not leave the meal unless prior arrangements have been made.** You may give leftover meals to another person on the route to eliminate waste. Please note on route sheet that client did not come to the door so we can check on the client's well-being. Also, it is important that you leave a door hanger (available at the front table) if the person is not home so they know we attempted to deliver.
- Please do not deliver a meal to an individual unless they are on your route sheet. If there is an individual that you believe qualifies to receive meals, please have the individual, a member of their family or their physician contact the **Meals on Wheels & More** office.

If there is an **emergency**:

- 1) call **9-1-1** AND
- 2) contact the **Meals on Wheels & More** kitchen at **256-351-6850**.

If the client has fallen or is bleeding do not try to move them or treat the wound.

## Job Descriptions *(cont'd)*

- If you encounter an uncommon situation at the client's home, call the **Meals on Wheels & More kitchen** at 256-351-6850. We will have information and family contacts for each client and can usually solve a problem quickly. A brief, warm conversation with the person will enable you to evaluate if any additional assistance is needed.
- Do not purchase or give any medications to meal recipients.
- If you are unable to deliver meals on your scheduled day, it is always helpful if you have a friend who can learn your route and substitute for you when necessary. We will provide you with a substitute list that contains contact information for other volunteers that have agreed to serve as substitutes. You can use this substitute list to switch days or ask another volunteer to fill in for you.
- ***If a substitute cannot be arranged, notify the Meals on Wheels & More kitchen manager at 256-351-6850 as soon as you realize you will be absent so that a replacement can be found.***
- While it is necessary to use the client's name when you are delivering meals, avoid use of this and other confidential information when you are not volunteering for **Meals on Wheels & More**.

## Job Descriptions *(cont'd)*

- If you determine that a client has a need (utility assistance, home health care, transportation, heaters/air conditioners etc.) please refer them to 2-1-1. This service provides a one-stop place for anyone seeking information. 2-1-1 brochures are available for you at the **Meals on Wheels & More** kitchen. Please keep these brochures with you so you can share as needed with anyone you come in contact with that has similar basic needs.
- Your safety is very important to us! If you are uncomfortable delivering to a client for any reason, do NOT get out of your car.
- Volunteers are required to report any on-the-job injuries or accidents to the Director of Community Services at **256-260-3103** within **24 hours** of the accident or injury.

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***Each volunteer represents Meals on Wheels & More and contributes personally to our public image by his/her dress, grooming, manner of communication, behavior etc. Meals on Wheels & More prohibits all employees and volunteers from being under the influence of drugs, alcohol, or other legal but intoxicating substances while at work or volunteering.***

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## **Job Descriptions *(cont'd)***

### **Meal Packaging Volunteer Job Description**

A food service volunteer helps to package the meals and have them ready for delivery. In less than an hour, staff and volunteers (minimum age is 14 unless accompanied by an adult) will fill over 300 meal trays. If you have ever served from a buffet or family table you can do this!

#### **Guidelines:**

1. Please arrive by 8am. The serving line starts promptly at 8:15am We normally finish by 9am.

***In compliance with Department of Public Health Regulations, we ask that you adhere to the following criteria:***

2. Always wash your hands with warm water and soap before working with the food (even before you return to the serving line after a break).
3. We ask that you wear the apron, hair net/ hat and gloves we supply.
4. Flip flops and sleeveless or tank tops are not permitted.
5. Hair nets/hats and beard covers (if needed to cover facial hair) must be worn in the food preparation area when food is being cooked and plates are being prepared.

## Job Descriptions *(cont'd)*

6. Remove aprons and gloves before using the restroom, then re-wash and re-glove in the kitchen.
7. Turn and sneeze into your shoulder instead of your hand or glove.
8. If you contaminate your hand (elbow down) by touching your hair, face, nose, clothing etc. you must re-glove.
9. The State of Alabama Department of Public Health prohibits the consumption of food and beverages during food handling. Please do not take any food or drinks into the kitchen while the serving line is active. We welcome you to enjoy the coffee and snacks in the designated area before and after working in the serving line.



## **Frequently Asked Questions**

**How does someone sign up for meals?** Clients are referred by a physician, social worker or home health agency. Referring physician/agency must complete **Meals on Wheels & More** Referral Form and submit to **Meals on Wheels & More** office. Client will begin receiving meals the following Monday after the required referral form is received.

**Who can sign up for meals?** Recipients must be homebound residents of Morgan County who cannot prepare their own meals, and have no one else to prepare meals for them. Meals are available without regard to age, income, race, religion, national origin, gender or disability.

**Do you charge for the meals?** We do not charge for the meals we deliver. **The Meals on Wheels & More** program is a locally funded program that depends on contributions from the community. Our program is supported by the United Way of Morgan County, local churches, city and county governments and businesses. We do receive voluntary contributions from many recipients and their family members as a way to support the program financially.

**What information is necessary to enroll?** We need basic information such as name, address, telephone number, birth date, emergency contacts and general information to qualify the clients, for example no vehicle, medical status etc.

## **FAQ (cont'd)**

**What meals are available?** We distribute well-balanced, nutritional meals. Menus are reviewed by a Registered Dietitian.

**How long can you receive meals?** Meals can be short term (two-three weeks) or long term (as long as you qualify).

**Do you have a pet food program?** We provide pet food & kitty litter to **Meals on Wheels & More** recipients for their pets in partnership with the Animal Friends Humane Society. Pets must be spayed or neutered. Pet food is delivered to client's home once per month.

**Will Meals on Wheels & More make home visits?** Volunteers/staff deliver meals Monday thru Friday between 10am and 1pm. Meals are not delivered on weekends.

**What other resources are available?** If a client has a need (utility assistance, home health care, transportation, heaters/air conditioners etc.) we refer them to 2-1-1. This service provides a one-stop place for anyone seeking information on services available in our community.

**How does Meals on Wheels & More communicate with clients?** We communicate with clients in person, by telephone and U.S. mail. We believe communication is important.



## *One Call—Makes Sense*

**2-1-1** is an easy-to-remember, *free* to the user, phone number linking people with health and human service needs. Dialing **2-1-1** connects the caller to a specialist who can assess the caller's needs and link the caller to the right solution using a comprehensive database of services — federal, state, and local government, faith-based and nonprofit.

**2-1-1** can offer access to the following types of services:

- Basic human needs (food, clothing, shelters, rent and utility assistance)
- Physical and mental health
- Employment support
- Support for older Americans and persons with disabilities
- Support for children, youth, and families

For additional information you can visit us online at [www.211connectsalabama.org](http://www.211connectsalabama.org).

**Dial 2-1-1**  
**1-888-421-1266**

# **The Vision, Mission and Values That Guide Us**

## **Our Vision**

As a comprehensive business to be a premiere and preferred service partner creating a better community.

## **Our Mission**

The Community Action Partnership of North Alabama, a results-driven, non-profit business is committed to reducing or eliminating the causes and consequences of poverty for families and communities.

## **Our Corporate Values**

Financial Excellence  
Exceptional Customer Service  
Accountability  
Compassion

## **Our People's Values**

Innovative  
Leaders of Change  
Effective Communicators  
Engaged in the Community

## **Communities We Serve**

Cullman, Lawrence, Morgan (primary service area) plus Blount, Cherokee, Colbert, DeKalb, Franklin, Jackson, Lauderdale, Limestone, Madison, Marshall, Marion, Walker, and Winston Counties in North Alabama.

# Contact Information

**CENTRAL OFFICE** **256-355-7843**

1909 Central Parkway Southwest, Decatur



## **Foster Grandparents/Senior Companions**

Program Director **256-260-3122**

Foster Grandparent Support Staff **256-260-3120**

Senior Companion Support Staff **256-260-3117**

## **Head Start/Early Head Start/Pre-K**

Central Office, Decatur **256-355-7843**

*(Services provided in 15 North Alabama counties)*

## **Homeownership Counseling**

Program Director **256-260-3108**

*(Services provided in Cullman, Lawrence and Morgan Counties)*

## **Housing Development**

Program Director **256-260-3173**

## **Meals on Wheels & More**

Program Director **256-260-3103**

## **Utility Assistance**

Morgan County **256-260-4050**

Lawrence County **256-522-0019**

Cullman County **256-255-0454**

## **Weatherization**

Program Director **256-260-3116**

*(Services provided in Cullman, Lawrence, Marion, Morgan and Winston Counties)*