



Serving Cooke, Fannin and Grayson County

## Volunteer Information Form

Personal Information
Full Name:
Nickname:
Home Address:
Home Phone:
Cell Phone:
E-mail:
Date of Birth:

Emergency Information	
Emergency Contact:	Relationship:
Phone Number:	

Volunteer Opportunity @ _____ Senior Center	
Meals on Wheels Driver <input type="checkbox"/>	Senior Center Assistance <input type="checkbox"/>
Other:	

Availability – (Please indicate the days you will be available)				
Weekly <input type="checkbox"/> Monthly <input type="checkbox"/>				
Monday	Tuesday	Wednesday	Thursday	Friday

# Volunteer Agreement

## General Commitment and Understanding

I agree to abide by all the procedures established by Meals on Wheels of Texoma (MOWOT) in the preparation, delivery and/or serving meals to seniors, as explained in the Volunteer Training Manual. I understand that as a volunteer, I will have limited access to personal and confidential information about the clients served through the home-delivered meal program. I agree to: (1) Hold client information in strict confidence, including the route lists and addresses to which I will have access, (2) Notify management as soon as possible if you will be unable to deliver meals on a day you have been scheduled and (3) Offer as much advance notice as possible if I plan to become inactive. I understand that as a volunteer, should my actions or performance as a representative of MOWOT be inconsistent with program standards, that I will no longer be able to deliver meals.

## Qualifications and Requirements

- Volunteer drivers must be at least 16 years of age. Persons under 18 can volunteer only if accompanied by an adult.
- A signed and completed volunteer application must be on file before volunteering.
- Volunteers must have a current (unexpired) valid driver's license (if driving). The Texas Department of Motor Vehicles further required that, at a minimum, drivers be covered by liability insurance and have proof of such coverage.
- For the safety of our clients, volunteers cannot have a criminal background. We are unable to accommodate those with court-ordered community service or persons convicted of a felony.
- Volunteers must sign a Confidentiality Agreement.

## Confidentiality Agreement

I understand that ALL information regarding cases and recipients is strictly confidential. Any questions should be directed to MOWOT staff. I also understand that client information is provided to me for the express purpose of performing my volunteer duties. I further understand that I must respect and maintain the confidentiality of all information given to me through my volunteer duties and that I can be held liable for its release.

## Consent Form to Check Criminal Record

I hereby authorize Meals on Wheels to obtain information pertaining to any charges and/or convictions against me for federal and/or state criminal law violations. This information will include but not limited to allegations and convictions for crimes committed upon minors, the elderly and the disabled, and will be gathered from any law enforcement agency of this state or federal government, to the extent permitted by state and federal law.

## Voluntary Release

I hereby confirm that in connection with my volunteer responsibilities for MOWOT, I agree to each of the following:

1. I shall be solely responsible for my acts and omissions, including but not limited to the use of any motor vehicles, walking and carrying meals, and interacting with MOWOT clients.
2. I hereby fully release and forever discharge MOWOT (and, if I am employed, my employer from and against any and all liability, including but limited to any and all claims, complaints, causes of actions, suits, debts, breaches, injuries, or other liability, of any kind or character whatsoever, arising out of or relating to the performance of my volunteer services for MOWOT; and
3. I represent and warrant that I have a valid driver's license and that I have no knowledge of any facts, conditions, or circumstances that would impair or preclude me from safely operating a motor vehicle, from safely walking with trays in my hands, or from climbing steps with trays in my hands.

I HAVE READ AND UNDERSTAND THE INFORMATION ABOVE AND HEREBY GIVE MY CONSENT:

Signature: \_\_\_\_\_ Today's Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_ Driver's License # \_\_\_\_\_ State of Issue: \_\_\_\_\_  
(Example: TX, OK)

Name of Volunteer: \_\_\_\_\_  
First Name Middle Name Last Name

## BACKGROUND INVESTIGATION CONSENT

As a volunteer with Meals on Wheels of Texoma, by signing below I give authorization for a background investigation to be performed with the following information.

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City, State, Zip:** \_\_\_\_\_

**Home Telephone:** \_\_\_\_\_

**Social Security Number:** \_\_\_\_\_

**Driver's License (State and Number):** \_\_\_\_\_

**Date of Birth:** \_\_\_\_\_

\_\_\_\_\_

Applicant Signature

\_\_\_\_\_

Date



*Meals on Wheels of Texoma*

**VOLUNTEER TRAINING MANUAL**

**For**

**HOME DELIVERED MEALS**

As a volunteer I realize special care must be taken at all times to ensure the safety of elderly recipients of home delivered meals.

This is to acknowledge that I have been given a copy of the “Volunteer Training Manual”.

By signing below I agree to observe the practices set forth in the manual.

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Signature

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Date



## Volunteer Training Manual

### Home Delivered Meals

#### **Introduction:**

Thank you for volunteering to help Meals on Wheels of Texoma (MOWOT) deliver meals to homebound elderly citizens of our community. These are a very special group of people who rely on us for one of the necessities of life. Their need for this service has been determined by a trained case worker or referred to us by another agency. We depend on caring community volunteers to provide the link of service between the Senior Center and the homebound person. Homebound recipients of the meals are vulnerable and there are steps we must take to insure their safety. Please observe the following practices:

- A. Client Confidentiality:** Staff and volunteers shall assure that all participant records are maintained in such a manner as to protect the privacy of the participant and that no information about the participant is disclosed without the informed consent of the person unless the disclosure is required for program monitoring by authorized Federal, State, or local monitoring agencies or to a law enforcement or public protective service agency.
- B. Procedures Used In Handling Emergency Situations Involving Participants:** Conditions of the participant will be referred to appropriate agencies according to established procedures as follows.
- Please report to the Senior Center Manager or to MOWOT Administrative Staff at 903-786-3351 when any of the following situations is observed:
    - The previous day's food is found uneaten and/or is found where it was left from the previous day
    - You cannot find the client for whom the meal is intended
    - You observe any significant (potentially negative) changes in the client's behavior. (Example- A client exhibits unusual behavior, or seems unusually disoriented or otherwise out of character)
    - You observe sudden changes in the upkeep or cleanliness of the home. (Example: A client whose home is normally spotless is unusually dirty)
    - Sudden changes in the client's hygiene, mental state, or speech.
  - MOWOT will bring to the attention of the Department of Aging and Disability Services (DADS) case worker for follow-up, conditions or circumstances which place the older person or the household in imminent danger as soon as we learn of them.

- Suspected cases of abuse, neglect, or exploitation will be reported within 24 hours of awareness to The Department of Family and Protective Services 1-800-252-5400.
- **CALL YOUR LOCAL LAW ENFORCEMENT AGENCY OR 911 IN AN EMERGENCY,**

**C. Sanitary Methods:** Use the following sanitary guidelines in delivering meals.

- Supplies and carriers will be used that assure hot foods are packaged and transported in separate carriers from cold foods.
  - Meal carriers used to transport trays of potentially hazardous food and other hot or cold food will be enclosed and equipped with insulation and supplemental hot or cold sources as needed to maintain appropriate temperatures.
  - Meal carriers will be cleaned and sanitized daily. Please let the Center Manager know of any carriers that are in need of being cleaned.
  - Meal packaging will be sealed to prevent spillage, will not have food spills or be damaged, and will be easy for the participant to open.
- Potentially hazardous food are pre-chilled and should be used or refrigerated within three hours of being packed. Fruit or vegetable salads that do not contain potentially hazardous foods will be pre-chilled and held at 55 degrees or below during transport.
- Holding time for hot foods will not exceed 4 hours from the time when the food is taken from the equipment in which cooking or reheating is completed until the time that it is delivered.
- Foods that are not potentially hazardous will be packaged and transported in covered containers protected from contamination, crushing or spillage.

**D. Working With Aged and Disabled Individuals:**

- The senior center manager will note appropriate special instructions on the delivery route sheets for reference by the home delivered meal volunteer. Examples of special instructions are listed below:
  - Participant is very slow getting to door
  - Deliver meal to back entrance
  - Very hard of hearing
  - Participant is on oxygen
  - On walker – very slow – please wait
  - Enter front door and place meal on table (the participant has preauthorized this procedure)
- The MOWOT home-delivered meal program promotes better health through improved nutrition and reduces the isolation of elderly clients living alone. Programs like MOWOT offer older Americans an opportunity to live their remaining years in dignity. The person responsible for delivering to the home of the frail elderly plays the most important role of all in accomplishing this goal.

- The meal delivery person should be aware that the aged person may be experiencing losses in functioning capacity but they are still capable of living independently with some support. Physical impairments may include difficulty breathing, difficulty seeing even with glasses, hearing, walking, etc. For this reason, it often takes these clients much longer to come to the door than you might expect. Please be sure to give them ample time to answer the door.
- If there is no response after knocking on the door and/or ringing the doorbell, we encourage you to:
  - If you have a cell phone, you can call the Senior Center and ask the manager to try to contact the client by phone. If convenient, you can deliver the next client's meal and then go back, if you hear back from the manager and the client is home.
  - Check to see if the front door is locked. If it is unlocked, you can try opening the door and sticking your head inside and yelling for the client. Be sure to listen for their response closely. If the route sheet indicates that the client has given prior permission for us to "knock and come in" you may do so if you are comfortable with this.
  - Check around the house – maybe they are outside doing some yard work or sitting in the sunshine.
  - At your discretion, you may leave the meal with a neighbor, or give to someone else on route, or take the meal to eat yourself.
  - If you determine that no one is home, it is critical that you leave a "We're sorry we missed you" note. The center manager should have given you a stack of these
  - Sometimes, you may find that a client has left a note for you on the door asking you to leave their meal in a cooler that they have left on the porch. We are expressly forbidden from doing this, because we cannot control what happens to the meal after we leave it. We have no way of knowing when the client will come home, and it is very possible that the meal and/or the milk would spoil during this time. Strict guidelines must be followed in order to prevent food-borne diseases and bacteria from growing. Meals left on a front porch are very likely to suffer from increased levels of bacteria.
  - Be sure also to note the actions you have taken on your route sheet before turning it back in to the center manager.

### **E. Completion of the route**

- A very important role of the volunteer meal deliverer is that of daily contact. Please note on your route sheet if one of the clients is not home (note if there are newspapers still there or other signs that they may be gone or have not been able to get out. The Center Manager will then make a phone call to check on their welfare. Some clients are habitually gone and we make every effort to avoid wasting a volunteer's time. We **KNOW** how valuable your time is and are grateful that you are sharing it for the benefit of our aged and disabled clients. Sometimes it can be frustrating but please realize that you may be the only smile our client sees today.

### **F. What To Do In Case You Run Out Of Something**

- Our staff works hard to insure that your meals are packed accurately and completely. We know from experience how frustrating it can be to run out of meals before finishing your route. However, from time to time everyone makes mistakes.
  - If you run short on bread, milk, or one of the cupped items, please explain the situation to the client and apologize for the mistake.
  - If you are short on meal trays, you can call the Senior Center to let them know. Depending on the situation, one of our staff can deliver the missing meal or, if you have time and don't mind coming back, you could also deliver it.

### **G. Volunteers are always welcome to request a meal for themselves**

- Many of our volunteers will come back to the center and sit down and eat a meal when they are done delivering their route
- Some volunteers prefer to take a meal home with them. In this case, be sure to let the Center Manager know that you would like an extra meal packed.

### **H. Conclusion:**

- MOWOT exists for the sole purpose of serving senior citizens. **Thank you** for joining with us to accomplish this goal.
- Your observations and suggestions of ways to improve the meals program are always welcome