

La Habra Meals on Wheels  
VOLUNTEER TRAINING PROCEDURES  
OFFICE # (562)451-9047



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

### **PICK-UP**

Arrive between 10:45am and 11:00am at the 341 Hillcrest St. La Habra. Use the parking lot to the right as you drive up the cul de sac. There will be a sign that says La Habra Meals on Wheels parking/No Pantry Parking.

Punctuality is essential to get meals out in a timely manner.

The MOW staff will pack the meals according to client orders. Please read binder for directions. Bagged meals will contain the requested drinks.

**Gloves and masks are optional while delivering. MOW will provide both the gloves and the masks upon request.**

### **DELIVERY**

Meals are to be delivered to the clients between the hours of 11:00 am and 12:30 pm. Driving directions are inside the binder along with other pertinent client information, including specific instructions and emergency contact information. **Always check the front cover of the binder for special client information such as, "Hold on Vacation" or "in the Hospital". We have two different programs. Highlighted HDM client's meals cannot be left in a cooler. If not home, a door hanger which is in the binder must be left for highlighted clients only.**

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

Ring the doorbell or knock loudly and wait. Many times the participants have difficulty getting to the door and may take extra time. If the client answers the door, greet them by name and introduce yourself.

### **COOLER**

Meals may be left in a client's cooler beside the door unless they are HDM clients which are highlighted on the binder. 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 client. If still no response, phone the clients contact person and inform them of the situation. These phone numbers are in the binder along with

each client's directions. 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 zippered pouch in the binder. If the client gives you cash, which rarely happens, **Count It** in front of the client and **give a receipt** (you can find receipts in your route binder). Place the cash inside an envelope from the binder. When you return, please notify the MOW staff and inform them which client paid.

WE DO NOT ACCEPT TIPS!

### **A FRIENDLY FACE**

Some clients may have very limited personal socialization. If you have the time, take a few minutes to have a conversation with the client which will 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 juice or orange juice. MOW normally cannot accommodate special food requests. Larger portions or special requests are not available.

### **SAFETY**

If entering a client's residence, it is preferential that you only enter upon client's request. This is for the protection of our volunteers – protection from accusations, physical harm, or embarrassing encounters. Don't worry, typically, our clients are very nice and appreciative.

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

### **EMERGENCYS**

Rarely does the MOW volunteer discover an emergency but if it happens, phone 911 and report it to the MOW staff.

### **BAGS AND BINDERS**

Upon completion of your route, return the delivery bags and route binder to the packing room tables.

**Thank you so much for joining Meals on Wheels, we greatly appreciate your help volunteering!**