



MEALS on WHEELS

WESTERN MICHIGAN

Volunteer Handbook

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Welcome

Thank you for choosing to volunteer with Meals on Wheels Western Michigan (MOWWM)! The volunteer handbook holds all the information you need to have a successful volunteer experience.

Our Volunteer Handbook is a deep dive into the volunteer experience, roles and expectations at Meals on Wheels Western Michigan.

If there is any additional information needed or questions that are not answered here, please reach out by calling (616) 459-3111 or send an email to volunteer@mowwm.org, you will be directed to the person who will be able to best assist you!

Feel free to visit us in-person at our main location in Grandville as well:

2900 Wilson Ave SW Suite 500, Grandville, MI 49418

Volunteer Vision

At Meals on Wheels Western Michigan, we're on a mission to provide quality nutrition services in a supportive environment to promote the health and independence of older adults. From home-delivered meals to our senior pantries and community dining centers, we are there when seniors need us. We have an amazing staff, but we simply could not do this important work without volunteers. No matter what you do when you volunteer, you are an essential piece to supporting our vision to create a community where no senior is hungry or forgotten. We welcome your service. Together, we can make a difference to a senior in need.



Who We Are - Meals On Wheels Western Michigan

<p>VISION</p>  <p>A community where no senior is hungry or forgotten.</p>	<p>MISSION</p>  <p>To provide quality nutrition services in a supportive environment to promote the health and independence of older adults.</p>	<p>VALUES</p>  <p>Client Focused Compassion & Empathy Diversity & Inclusion Outstanding Teamwork Transparency & Honesty Quality & Excellence</p>
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(DEIB) DIVERSITY, EQUITY, INCLUSION AND BELONGING STATEMENT:

We believe in a community of intentional inclusion that fosters trust and belonging and embraces differences.

Mission

To provide quality nutrition services in a supportive environment to promote the health and independence of older adults. This mission is accomplished through our three programs listed below.

Meals on Wheels provides home-delivered, nutritionally balanced meals that are delivered to seniors in Kent and Allegan Counties. These meals are prepared locally in our central kitchen. In addition to a nutritious meal, our drivers deliver a much-needed safety check and a smiling face.

Senior Pantry services are provided to low-income Kent County residents. Seniors may shop up to twice per month and may select from a wide variety of foods that are available from all food groups. Each month, seniors may save up to \$100-\$120 on groceries, freeing up needed dollars for medication and heating. Each year our pantries distribute over a million pounds of food!

Community Dining sites provide meals at 17 locations throughout Kent and Allegan Counties. Older adults are provided with a nutritious lunch in a group setting. The focus for this program is on providing social engagement, which may include exercise, games, or simply companionship, in addition to a meal.

Contact Information

General Inquiries

Meals on Wheels Western Michigan Primary Contact

Phone: (616) 459-3111

Fax: (616) 224-0220

Email: info@mowwm.org

Location Information

Meals on Wheels Western Michigan Main Site

Grandville

2900 Wilson Ave SW Suite 500

Grandville, MI 49418

(616) 459-3111

Pantry

Grand Rapids NE

Just south of the Knapp St. NE and Fuller Ave NE intersection

1954 Fuller NE, Suite B

Grand Rapids, MI 49505

(616) 459-3111 (select option 3)

Community Dining Locations and Contact Information

Community Dining locations and hours are subject to change. Please check the Meals on Wheels Western Michigan website to find the most up-to-date information, including specific contact information per site.

Volunteer Role Descriptions

NOTE: Onboarding and training are provided for all MOWWM volunteer positions

Meal Delivery Driver Volunteer

Volunteer drivers deliver meals to homebound seniors throughout Kent County. As a volunteer driver you are tasked with being the point of contact between Meals on Wheels Western Michigan and our senior clients.

Meal Delivery Driver Volunteer's core responsibilities include:

- Effectively deliver the meals to our senior clients
- Maintain food safety through proper use of coolers
- Provide quality customer service
- Perform a wellness check
- Record the delivery status of each senior client on your route log

Routes take 1.5 to 3 hours to complete and go out every morning on Monday, Wednesday and Friday. Volunteer drivers use their own vehicles, must be 18 years of age or older, have a valid driver's license and sufficient auto insurance. There is no minimum frequency requirement. Training is provided. All routes begin at the main Meals on Wheels Western Michigan Grandville location.

Kitchen Volunteer

With a production of over 4,000 meals per day, Kitchen Volunteers are a vital part of the Meals on Wheels operation. Kitchen Volunteers primarily work in the Home Delivered Meals room, where you help with the preparation and packaging of meals. No prior kitchen experience is needed.

Kitchen Volunteer tasks may include:

- Assisting with food preparation and packaging
- Helping on the food tray assembly line
- Packaging bread and other items
- Scooping meatloaf as part of our Meatloaf Mania preparation
- May be asked to assist with other various kitchen activities as needed

This opportunity is available every Monday-Friday. There is no minimum time or frequency requirement. Available at the main Meals on Wheels Western Michigan Grandville location.

Reception Volunteer

Reception Volunteers will provide general office & clerical support.

Tasks may include:

- Filing
- Basic data entry
- Making copies, printing
- Greeting and checking-in guests
- Making, receiving and transferring phone calls
- Special office mailing projects

This opportunity is available Monday-Friday. There is no minimum time or frequency requirement. Training is provided. Available at the main Meals on Wheels Western Michigan Grandville location.

Emergency Meals Volunteer Groups

Emergency meals are assembled with shelf stable, long-lasting items. The emergency meal boxes are regularly delivered prior to the winter season. They are to be used by our homebound senior clients in the event inclement weather prevents the delivery of traditional meals. Emergency meals are packed via an assembly line and subsequently delivered at a later date.

Emergency Meals Volunteers will be:

- Packing boxes with shelf stable food
- Labeling boxes for delivery
- Preparing boxes for packing

This opportunity is available Monday-Friday. There is no minimum time or frequency requirement. Available at the main Meals on Wheels Western Michigan Grandville location.

Pantry Volunteer

The Meals on Wheels Western Michigan food pantry provides a grocery store-esc operation for qualified seniors to pick up food for no charge.

Pantry Volunteer roles include:

- *Check-Out*: help seniors pack their food into bags
- *Stocker*: help with stocking and restocking the shelves with food
- *Reception Volunteer*: greet and check-in clients
- Other tasks may be assigned as needed

This opportunity is available Monday-Friday. There is no minimum time or frequency requirement. Available at the main Meals on Wheels Western Michigan pantry location in Grand Rapids.

Mobile Pantry Volunteer

Mobile Pantry Volunteers are tasked with:

- Setting up tables of food at remote sites, for example, senior apartment complex lobbies
- Handing out each food item to every senior
- Packing up the remaining food
- May be asked to go door to door to deliver food to seniors depending on the mobile pantry location

This opportunity may be available Monday-Friday, the schedule and specific dates change weekly. There is no minimum time or frequency requirement. Available at various locations within Kent County.

Community Dining Volunteer

Community Dining Volunteers will have the opportunity to socialize with seniors, as they:

- Greet and check-in clients
- Help set-up food
- Serve food cafeteria style
- Clean up during and after lunch time meals
- Upon request, volunteers may be asked to perform other various minimal kitchen, cleaning or administrative related tasks

No prior kitchen experience is needed. This opportunity may be available Monday-Friday, available hours and days depend on the Community Dining Center location. There is no minimum time or frequency requirement.

Pack Table Volunteer

The pack table is where all meals are packed into coolers before going out on our delivery routes to our homebound senior clients.

Pack Table Volunteer roles include:

- Working in an assembly line to pack meals and side items into bags
- Packing meal bags into coolers ensuring they are ready for delivery
- Lugging coolers to the delivery area to be picked up by drivers

This opportunity is early in the morning every Monday, Wednesday and Friday at the main Meals on Wheels Western Michigan Grandville location. There is no minimum frequency requirement.

Bag Decoration Volunteer

Volunteers will decorate our brown bags used for meal delivery to brighten up a senior's day; quotes, jokes, designs and drawings may all be used when decorating the bags. This may be completed off-site at your leisure. All bags are picked up from and returned to our main Meals on Wheels Western Michigan Grandville location.

Special Events Volunteer

We have special events scheduled throughout the year that use volunteer services. Events include Chef's Specialty, More than a Meal, March for Meals 5k and more!

Volunteer work at a special event may include:

- Event set-up and clean-up
- Greeting and assisting guests
- Running a booth
- Passing out event specific items, etc.

Location, day and time availability depend on the event.

Be A Santa To A Senior Volunteer

During the holiday season, we have an additional need for Meal Delivery Driver Volunteers to help us deliver a heartfelt gift to our senior clients. Be A Santa To A Senior Volunteers deliver basic-need gifts, including items such as socks, mittens, blankets, toiletries and much more. All gifts are preselected, wrapped and ready to go for delivery.

Volunteers use their own vehicles, be 18 years of age or older, have a driver's license and sufficient auto insurance. There is no minimum frequency requirement. All deliveries begin at the main Meals on Wheels Western Michigan Grandville location.

Onboarding and Training

Onboarding for Individual Volunteers

All new individual volunteers for Meals on Wheels Western Michigan are expected to complete and participate in the following steps prior to beginning their volunteer service:

- Fill out the individual volunteer application form on our website or in paper form
- Pass the background check associated with the individual volunteer application form
- Receive an email or phone call confirmation and greeting from the Volunteer Department

The next steps may be completed on the volunteer's first day of in-person service:

- Receive pamphlet associated with your volunteer position
- Receive in-person training from a team member
- Receive an in-person tour from a team member (for volunteer positions at the Grandville location and the main pantry)

Meal Delivery Driver Onboarding and Training

Onboarding

All new Meal Delivery Driver Volunteers will complete the following steps:

- Arrive at the Meals on Wheels Western Michigan main Grandville location:
2900 Wilson Ave SW Suite 500, Grandville, MI 49418
- Receive a tour of the facility by a team member
- Receive training by a team member

Driver Training Process

After your initial onboarding and tour is complete, you will receive training from a team member that will provide you with all the information you will need to successfully deliver a route.

Step-by-Step Driver Training Details

Contact information:

- Call 459-3111 ext. 813 for immediate assistance or questions
- Call 459-3111 ext. 144 to report a client concern or if the client is not home (client concern can be anything related or unrelated to the Meals on Wheels food delivery)

Additional Client Interaction Contact Guidance:

- Call 459-3111 ext. 144 if you do not make contact with the client, please leave a “Sorry we missed you!” note and leave it on the client’s door (if possible)
- If a client has fallen, do not help them up, call 459-3111 ext. 144 or ext. 813 or 911 if it is an emergency
- Call 911 for all other situations, health-wise or not, that you deem an emergency
- After calling 911, please then inform Meals on Wheels at 459-3111 ext. 144 or ext. 813

Important Reminder:

- Do not leave meals when the client is not home unless specified on the route log

Location:

- Meal Delivery Drivers begin and end their routes at our Grandville location:
2900 Wilson Ave SW Suite 500, Grandville, MI 49418

(There is a back entrance to MOWWM via a ramp, off White Street, drivers will receive and drop off their route logs, coolers and have easy access to the Delivery Office)

- All volunteer routes are within Kent County

Times & Dates:

- Most routes go out from 8am-10am every Monday, Wednesday and Friday
- Routes vary in size based on how many clients are on the route and the location within Kent County
- Most routes last between 1.5 and 3 hours

Cooler Instructions:

- The number of coolers a driver receives is dependent on the route
- All brown meal bags must remain in their coolers until delivery point
- Clients may have more than one brown meal bag being delivered to them
- All milk and other side items must remain in their coolers until delivery point (*milk is in its own separate cooler*)
- Coolers, route logs and any other MOWWM property must be returned at the completion of each route to the Grandville location
- Coolers are to be brought back inside the MOWWM building through the ramp entrance after delivery

Route Log Instructions:

- Match the name on the route log to the name on the brown meal bag
- Follow the instructions listed to the right of each client's name prior to beginning each client's delivery (some clients will have more than one brown meal bag being delivered to them)
- Check if the client has milk (can be more than one milk) listed under their name
- After delivering to each client, under their name, put a **CHECK** mark next to each item delivered; **CIRCLE** each item that is not delivered if the client is not home

Food Safety:

- When the client is **NOT** home: meals cannot be left inside or outside the client's home (*even inside a cooler*) unless specified on the route log notes next to the client's name

Meal Delivery Driver-Client Interaction Instructions:

- Knock, wait for client, knock again, then call the number listed for each client
- (*Only if you are comfortable using your own phone*) dial *67 before the number and your personal number will not be revealed
- **Tip:** many clients will have instructions that ask to be called prior to your arrival, this is encouraged, but not required
- Many clients may have vision, hearing and mobility challenges and may need extra time to answer the door or phone, please be patient
- Use the front door to deliver meals unless otherwise specified in the route log instructions
- Do not leave food outside if the client is not at home
- If the client is home, make verbal or visual contact to show you are from MOWWM
- It is okay to enter a client's home and assist with placing meals in the refrigerator or freezer, if indicated in the route log instructions, **OR** if the client gives you permission

Reminder: You may be the only person the client sees all week. Remember 1/3 of all our clients say their MOWWM delivery driver is the only person they see each week. Your smile may be just as impactful as the meals!

Ride-Along

For any reason, new volunteers may request to do a ride-along with another delivery driver prior to doing their own route.

Adopt A Route

If a volunteer driver has a favorite route or wants to keep building a rapport with the same senior clients, they may continue to drive the same route by requesting to adopt a route. This will ensure that the volunteer may always deliver on the route they want at the frequency they would like.

Contact and communicate to any MOWWM staff member your desire to adopt a route and you will be directed to the appropriate department to discuss options.

Kitchen Onboarding and Training

Onboarding

All new Kitchen Volunteers will complete the following steps:

- Arrive at the Meals on Wheels Western Michigan main Grandville location:
2900 Wilson Ave SW Suite 500, Grandville, MI 49418
- Receive a tour by a team member
- Receive training by a team member

Kitchen Training Details

Kitchen Roles:

- Place food on trays via an assembly-line
- Repack bread rolls
- Scoop meatloaf for Meatloaf Mania
- Other tasks may be assigned

Kitchen Rules:

- Must wear closed toed shoes, slip resistant and non-absorbent shoes
- Long pants must be worn, no sweatpants are allowed
- No fresh food stains (cross contamination concerns)
- Must wear a hairnet at all times (will be provided)
- Must wear an apron (will be provided)
- Must wear gloves at all times (will be provided)

IMPORTANT: all volunteers must wash their hands before serving food.

Hand washing instructions:

- 1.) Wet your hands and arms with running warm water
- 2.) Apply enough soap to build up a good lather
- 3.) Vigorously scrub hands and arms (for at least 10-15 seconds, clean the fingertips, under the fingernails and between the fingers)
- 4.) Rinse hands and arms thoroughly under running warm water

- 5.) Dry hands and arms (with single-use paper towel or hand dryer. Use a paper towel to turn off the faucet. When leaving the restroom, use a paper towel to open the door)

Reception Onboarding and Training

Onboarding

All new Reception Volunteers will complete the following steps:

- Arrive at the Meals on Wheels Western Michigan main Grandville location:
2900 Wilson Ave SW Suite 500, Grandville, MI 49418
- Receive a tour by a team member
- Receive training by a team member

Reception Training Details

- A binder labeled 'Front Desk Training Binder' is on the desk all Reception Volunteers will be working from. All reception training details and tasks are located within the binder
- Provide general office & clerical support such as making copies, filing, basic data entry and making and receiving phone calls
- Reception Volunteers may also be asked to assist with special office jobs like mailing projects

Pantry Onboarding and Training (Main Location)

Onboarding

All new pantry volunteers will complete the following steps:

- Arrive at the Meals on Wheels Western Michigan Grand Rapids pantry location:
1954 Fuller NE, Suite B, Grand Rapids, MI 49505
- Receive a tour by a team member
- Receive training by a team member

Pantry Training Details

Note: Fill out the volunteer sign-in sheet before and after every shift

The food pantry's three main roles for volunteers:

Check-Out:

- Assist the seniors with packing their food into either their own bags or pre-provided boxes from MOWWM that are on a first-come first-serve basis
- Give every senior the food category instruction card based on their number of tickets (1, 2 or 4)
- Ensure that the senior clients are following the food category instructions listed on the card
- Volunteers may be asked to carry the senior's food out to their car or by cart

Stocker:

- Stock and restock the food pantry shelves as needed for the day
- Stocking needs will be listed for the volunteer to check each day at the pantry

Reception:

- Greet and check-in clients, answer the phones (receive/transfer)
- May be asked to do other tasks during down time (not required)

Mobile Pantry Onboarding and Training

Onboarding

All new Mobile Pantry Volunteers will complete the following steps:

- Arrive at their designated mobile pantry location
- Receive training by a team member

Mobile Pantry Training Details

- Unload and reload the mobile pantry food
- Set up a table line for seniors to select food items
- Ensure seniors choose the accurate number of items based on the labels present
- **For certain locations only:** Go door to door to deliver the food items to each senior client

Community Dining Onboarding and Training

Onboarding

All new Community Dining Volunteers will complete the following steps:

- Arrive at their designated Community Dining location (see the MOWWM website for Community Dining locations)
- Receive training by a team member

Community Dining Training Details

- Serve and plate-up food
- Help set-up and clean-up the serving area
- All seniors must fill out the sign-in form
- Seniors may offer donations; money must be counted twice with more than one person present (staff or volunteer) at the end of the volunteer shift
- Seniors under 60 are required to pay the Community Dining fee
- Direct new seniors to the registration form
(Clients can fill it out on the spot or return it at a later time)
(Make sure the seniors include their name and date of birth)

IMPORTANT: all volunteers must wash their hands before serving food.

Hand washing instructions:

- 1.) Wet your hands and arms with running warm water
- 2.) Apply enough soap to build up a good lather
- 3.) Vigorously scrub hands and arms (for at least 10-15 seconds, clean the fingertips, under fingernails and between fingers)
- 4.) Rinse hands and arms thoroughly under running warm water
- 5.) Dry hands and arms (with single-use paper towel or hand dryer. Use a paper towel to turn off the faucet. If leaving the restroom, use a paper towel to open the door)

Pack Table Onboarding and Training

Onboarding

All new Pack Table Volunteer groups will complete the following steps:

- Arrive at the Meals on Wheels Western Michigan main Grandville location:
2900 Wilson Ave SW Suite 500, Grandville, MI 49418
- Receive a tour by a team member
- Receive training by a team member

Pack Table Training Details

- Pack hearty items into the correct brown bag according to the labels
- Pack each side item in the white bags into the brown bags according to the labels
- Place tags on the coolers and pack the brown bags into the coolers in accordance with the label sheet
- Load the cooler onto carts and then down the walkway ramp and into the parking lot where they will be taken by the delivery drivers

Bag Decoration Instructions

Note: You will be given a half-sheet with these exact guidelines upon receiving the bags.

- **Important:** only decorate the side of the bag *without* the bottom flap

Bags that are drawn on the other side are unusable, as that side is used for communication labels from our Delivery Department.

- Only use crayons, markers and pencils for artwork
- No paint, glue or glitter
- All artwork and messages must be family friendly
- Must be absent of any religious and political text or drawings
- Bags must be picked up and returned to our Grandville location: Monday-Friday between 8:30am and 4pm **OR** returned by mail to 2900 Wilson Ave SW Suite 500, Grandville, MI 49418

Scheduler Walkthrough

Purpose

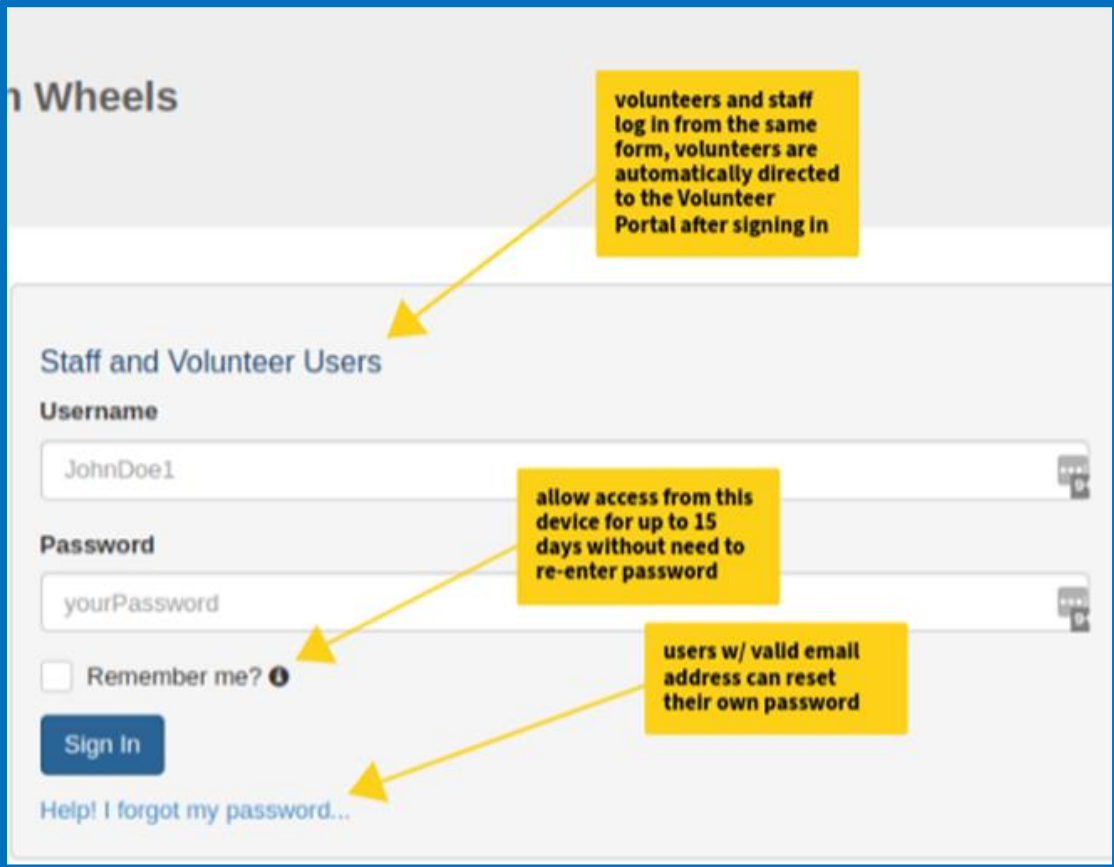
- The Meals on Wheels scheduler is for all volunteers to use after completion of their first volunteer shift. It is not required, but it is highly recommended that all recurring volunteers become familiar with how to use the scheduler
- Seek out the Volunteer Department team by email, phone or in-person contact for any questions regarding the scheduler

Scheduler Link:

<https://mowwm.mowscheduler.com/>

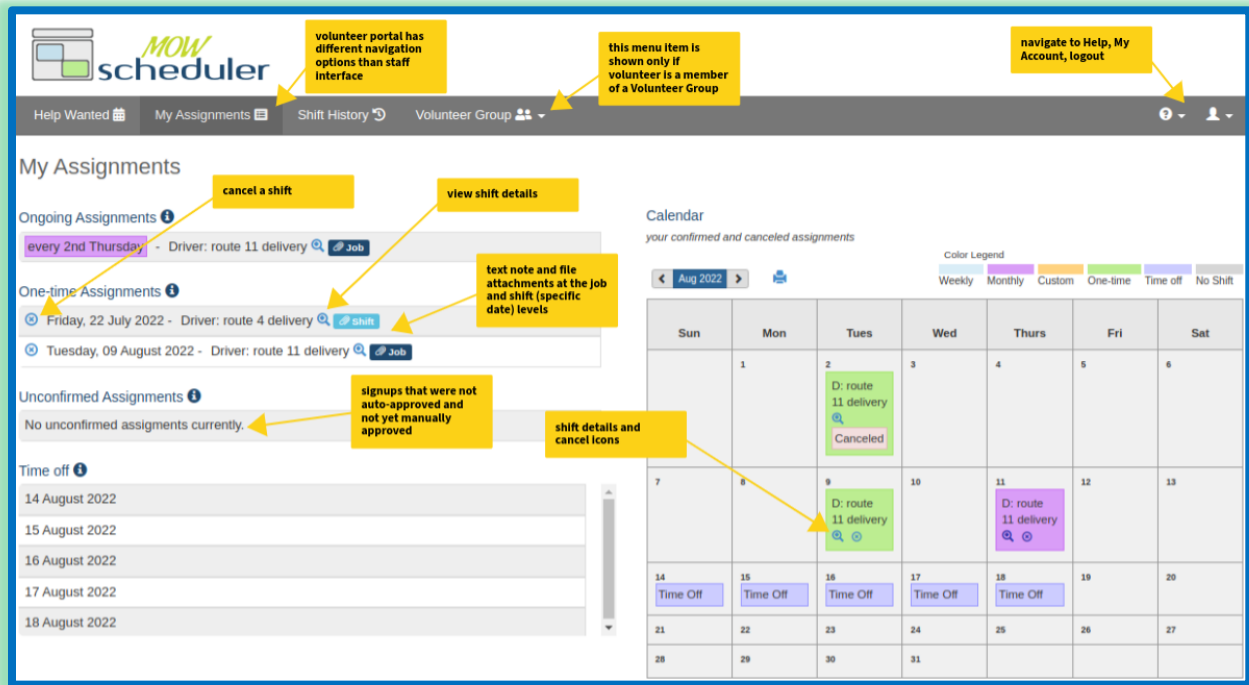
How to Use the Meals on Wheels Scheduler

- 1.) **Login:** Create your own unique login and password from the link sent to you by the Volunteer Department



The screenshot shows the login interface for the Meals on Wheels scheduler. It features a header with the 'Meals on Wheels' logo. Below the header is a section titled 'Staff and Volunteer Users' containing a 'Username' field with the text 'JohnDoe1', a 'Password' field with the text 'yourPassword', a 'Remember me?' checkbox, a 'Sign In' button, and a 'Help! I forgot my password...' link. Three yellow callout boxes with arrows point to specific elements: the top box points to the header area and contains the text 'volunteers and staff log in from the same form, volunteers are automatically directed to the Volunteer Portal after signing in'; the middle box points to the password field and contains the text 'allow access from this device for up to 15 days without need to re-enter password'; the bottom box points to the 'Help! I forgot my password...' link and contains the text 'users w/ valid email address can reset their own password'.

2.) Your Profile: navigate and view shift details, cancel a current shift.



My Assignments

Ongoing Assignments
every 2nd Thursday - Driver: route 11 delivery

One-time Assignments
Friday, 22 July 2022 - Driver: route 4 delivery
Tuesday, 09 August 2022 - Driver: route 11 delivery

Unconfirmed Assignments
No unconfirmed assignments currently.

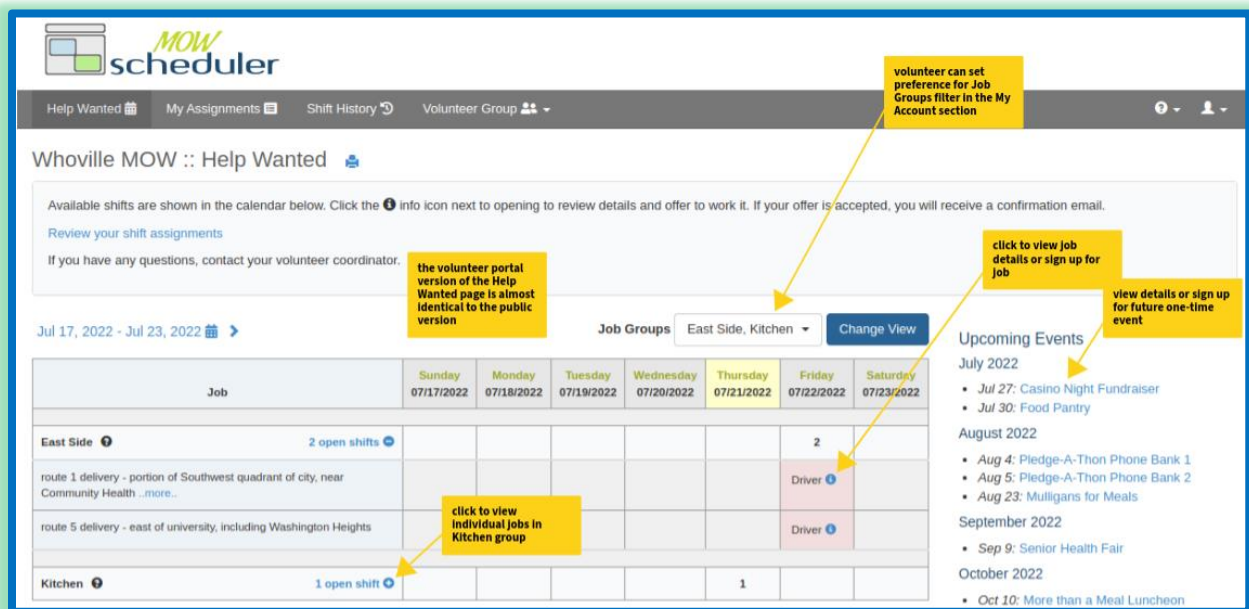
Time off
14 August 2022
15 August 2022
16 August 2022
17 August 2022
18 August 2022

Calendar
your confirmed and canceled assignments

Color Legend
Weekly Monthly Custom One-time Time off No Shift

Calendar grid showing assignments for August 2022. Callouts include: 'cancel a shift', 'view shift details', 'text note and file attachments at the job and shift (specific date) levels', 'signups that were not auto-approved and not yet manually approved', and 'shift details and cancel icons'.

3.) Help Wanted Page: a way to see where we need extra hands.



Whoville MOW :: Help Wanted

Available shifts are shown in the calendar below. Click the info icon next to opening to review details and offer to work it. If your offer is accepted, you will receive a confirmation email.

Review your shift assignments
If you have any questions, contact your volunteer coordinator.

Jul 17, 2022 - Jul 23, 2022

Job Groups: East Side, Kitchen

Job	Sunday 07/17/2022	Monday 07/18/2022	Tuesday 07/19/2022	Wednesday 07/20/2022	Thursday 07/21/2022	Friday 07/22/2022	Saturday 07/23/2022
East Side 2 open shifts						2	
route 1 delivery - portion of Southwest quadrant of city, near Community Health ...						Driver	
route 5 delivery - east of university, including Washington Heights						Driver	
Kitchen 1 open shift					1		

Upcoming Events
July 2022
Jul 27: Casino Night Fundraiser
Jul 30: Food Pantry
August 2022
Aug 4: Pledge-A-Thon Phone Bank 1
Aug 5: Pledge-A-Thon Phone Bank 2
Aug 23: Mulligans for Meals
September 2022
Sep 9: Senior Health Fair
October 2022
Oct 10: More than a Meal Luncheon

Callouts include: 'volunteer can set preference for Job Groups filter in the My Account section', 'click to view Job details or sign up for job', 'view details or sign up for future one-time event', 'the volunteer portal version of the Help Wanted page is almost identical to the public version', and 'click to view individual jobs in Kitchen group'.

AmeriCorps Seniors RSVP

MOWWM has partnered with the Retired and Senior Volunteer Program (RSVP). RSVP can offer gas mileage payments to volunteer drivers. If you are interested in enrolling, here is the link to sign up for the required one-hour orientation session. RSVP is offered only to those who are 55 years of age and older.

Link (copy and paste into URL):

<https://forms.office.com/r/C7dPsJKV0R>

Contact:

(616) 459-6019 or info@seniorneighbors.com

About RSVP and Benefits Offered:

Prospective volunteers are under no obligation to join RSVP. This is a federal program that has been in Kent County for 51 years. RSVP offers benefits to volunteers that are actively engaged with RSVP. We share these benefits with our partnering organizations which can enhance volunteers' experience and engagement.

The mileage benefit is provided to RSVP volunteers from our funders. This has been a privilege for RSVP to offer as a benefit to our volunteers that would like to take part in it. No volunteer is under any obligation to utilize any or all the benefits we offer.

We offer a variety of other benefits to our volunteers in many ways, and these are covered during orientation. Benefits offered are not guaranteed and can and will change depending on the specific benefits.

Volunteer Events, Activities and Networking

Delivery Driver and Pantry Coffee & Connects:

Driver and Pantry Coffee and Connects are separate events. Coffee and Connects are an opportunity for Meal Delivery Driver Volunteers and Pantry Volunteers to meet with the volunteer team to address all concerns, questions or issues the volunteer(s) may have. Additionally, volunteers will have the chance to receive additional training, share stories and give feedback to improve your volunteer experience. Dates can be found on the volunteer calendar within the volunteer newsletter.

Serve and Social:

Serve and Socials are an opportunity to try new volunteer activities while meeting other volunteers. Times will be announced through email and the volunteer newsletter. Dates may be found on the volunteer calendar and newsletter.

Annual Volunteer Luncheon:

Meals on Wheels Western Michigan holds an annual volunteer luncheon, held in April each year, to honor and thank all our volunteers from the previous year. All volunteers and volunteer groups are welcome to attend regardless of frequency, role or length of volunteer service. RSVP invites will be sent out well in advance via email, the luncheon date and time will also be listed on the April volunteer calendar and newsletter. The speakers, activities and award honorees vary from year to year.

Parking Lot Treats:

To show our appreciation to our Meal Delivery Drivers throughout the year, the Volunteer Department will set up a tent with treats for our drivers. Treats and water will be provided. Drivers can feel free to stop by on a hot or cold day to grab some snacks.

Volunteer Newsletter

The volunteer newsletter is released electronically to all volunteers who are subscribed. The newsletter goes out on the 1st of every month. The newsletter is the one-stop-shop for all the news, calendar events, spotlights and information that Meals on Wheels Western Michigan volunteers need to stay in-the-know. Sign-up for the volunteer newsletter by contacting the Volunteer Department.

Social Media Information

Follow us on social media to stay up to date!



@mealsonwheelswesternmichigan



@mealsonwheelswesternmichigan



@ Meals on Wheels Western Michigan

[Volunteer Facebook Page](#)



@MOWWMVolunteers

Volunteer Dress Code and Lanyard Policy

Lanyard:

- Volunteers will be provided with a Meals on Wheels Western Michigan lanyard
- A lanyard with the volunteer's picture and name will be given to each new volunteer
- Meal Delivery Driver Volunteers specifically are required to wear their volunteer lanyard or substitute it with other MOWWM apparel
- If interested, additional MOWWM apparel such as hats, t-shirts, and jackets are available for purchase

Dress Code Decals:

- Logos, drawings and pictures on clothing must be family-friendly
- Volunteers are allowed to wear religious and political gear if it is not for recruitment or conversion purposes

Dress Code Continued

To avoid confusion and unintentional discrimination or harassment, volunteer apparel such as but not limited to shirts, pants, hats, jewelry etc. shall not contain potentially offensive material. Please try to be as respectful as possible.

Dress and Grooming Policy

MOWWM promotes an inclusive work environment. Our dress code is intended to promote teamwork, the MOWWM brand, and a professional, comfortable, and safe work environment. We highly encourage our volunteer drivers to wear MOWWM apparel to promote the MOWWM brand. Please see Human Resources if interested in ordering MOWWM branded attire.

Tattoos

Tattoos are allowed provided they do not contain visible profanity or discriminatory content. Volunteers may be asked to cover up certain tattoos.

Requirements for Food Service Areas

Food Service areas are defined as pantry (in food handling areas), kitchen and Community Dining Centers and any other areas where food handling is occurring as defined by MOWWM leadership. Volunteers entering food production areas should observe appropriate requirements and suggestions.

Shirts and Pants

For health and safety reasons, please do not wear shorts, tank tops, midriff tops or any clothing with overly exposed skin (for all genders).

Hair

Hair longer than ¼ inch must be fully restrained in a hairnet or bouffant cap, which are provided by MOWWM. Hair that is less than ¼ inch length does not require a restraint.

Facial Hair

Facial hair is allowed, but facial hair in excess of ¼" must be fully restrained with a beard guard, which is provided by MOWWM.

Footwear

Closed toed, slip resistant, and nonabsorbent shoes are required for all food service volunteers for safety reasons. Closed toe shoes must fully enclose the foot and may not have any open areas or holes. For safety reasons, heels exceeding 1 inch are prohibited in the food prep area as well.

Aprons

Aprons, which are provided by MOWWM, are required to be worn by all volunteers while preparing, packaging or repacking food.

Jewelry

Permitted jewelry may not contain any settings or pieces that can become dislodged presenting a food safety hazard.

Injury, Illness, Covid Policy and Holiday Dates

Injury Policy:

- If a volunteer suffers an injury during their volunteer experience at Meals on Wheels Western Michigan, please report it to a Meals on Wheels staff member for our records
- Meals on Wheels Western Michigan does not cover any medical care for Meals on Wheels Western Michigan volunteers
- If a driver causes an accident, insurance from Meals on Wheels Western Michigan will cover liability that the driver causes, **however**, the volunteer driver's insurance is the primary insurance; MOWWM insurance acts as the secondary insurance. MOWWM insurance will not cover the driver's vehicle specifically; their own insurance is needed to cover their car. MOWWM requests volunteers to have a minimum of \$250,000/\$500,000 of personal auto liability coverage

Illness Policy:

- If a volunteer is sick, please contact the supervisor of the department the volunteer is serving in via the supervisor's phone extension or email **OR** contact a member of the Volunteer Department **OR** call the main Grandville location's number (616) 459-3111 and you will be transferred to the appropriate staff member to inform them of your illness **OR** use the scheduler to cancel any shifts that need to be canceled due to illness
- If a volunteer has had diarrhea or has vomited, you must wait at least 24 hours before being cleared to come into volunteer unless the volunteer has a doctor's note
- If the volunteer has a fever 104.4 or higher, they cannot come into volunteer, you must be fever free for 24 hours without the assistance of medication before returning

Covid Policy:

- If a volunteer has tested positive for Covid-19, they must cancel their shift
- If a volunteer test positive, follow the CDC Covid guidelines. Please contact MOWWM for any clarification needs

Holidays:

All Meals on Wheels Western Michigan locations are closed for the following holidays and other specified dates:

- New Year's Day (observed)
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day

- Day after Thanksgiving
- Christmas Eve (observed)
- Christmas Day (observed)

Other dates may be added at the discretion of Meals on Wheels Western Michigan.

FAQ

Frequently Asked Questions

1. When are your volunteer opportunities?

Most of our volunteer opportunities occur Monday-Friday from 7 AM - 4 PM.

2. Can you accommodate groups? How many at one time?

Yes, we can accommodate groups. We can host groups of up to 20 people at our location in Grandville. Occasionally, we are able to host groups of 40 or more with advanced notice.

3. How old do I have to be to volunteer?

To serve as a volunteer, we prefer 18 and older. However, this is not required for most volunteer roles. Please email or call the Volunteer Department at info@mowwm.org or 616-459-3111 for exceptions.

4. Do I need to bring anything with me when I volunteer?

We encourage bringing a water bottle, but no other personal items.

5. Do I have to attend a training session prior to volunteering?

No, a member of the Volunteer Department, a relevant staff member or team member will do a quick training on your first day depending on your volunteer activity.

6. What should I wear?

Please make sure to wear long pants/jeans, closed toed shoes, and bring layers with you. Wearing comfortable attire is encouraged. Depending on where you volunteer your dress code may change.

7. What if I need to cancel?

You may manually cancel your volunteering session by using our MOWWM Scheduler. The scheduler can be found at <https://mowwm.mowscheduler.com/home>. You may also call our main line at (616) 459-3111.

8. Where are you located?

Our main location is 2900 Wilson Ave Suite 500 Grandville, MI 49418. Our Senior Pantry is located at 1954 Fuller Grand Rapids, MI 49505, our various Community Dining Center locations can be found on the MOWWM website.

9. Are there any specific training or qualifications required to volunteer at Meals on Wheels Western Michigan?

All volunteers are required to complete a volunteer application and pass a background check prior to volunteering in any role. Meal Delivery Driver Volunteers will go through a training on their first day before they go out on a route.

10. Do you take walk-in volunteers or do I need to call ahead?

No, we do not accept walk-in volunteers. Because we require all volunteers to complete an application and pass a background check, we ask that you call ahead if you wish to volunteer on short notice.

11. Do Meal Delivery Driver Volunteers get reimbursed for gas? How does that process work?

Senior drivers can be reimbursed for gas through our partnership with Senior Neighbors RSVP. Eligible drivers must be 55 or older and must have attended at least one of the RSVP trainings. Reach out to Senior Neighbors at info@senniorneighbors.org or 616-459-6019 for more information.

12. I need to record volunteer hours for a project/award/school/etc. Can a MOWWM team member provide proof that I volunteered?

Yes, we can! Contact our Volunteer Department at volunteer@mowwm.org or call [\(616\) 459-3111](tel:6164593111) for more information.

13. What types of groups can volunteer?

Our volunteer groups have included everything from companies, students, small groups, and more. We ask that all groups be at least middle-school age or older.

14. I'm a teacher or student who would like my class to volunteer with MOWWM. What should I do?

Please fill out our group volunteer application by visiting our website. If you have questions, reach out to our Volunteer Department at volunteer@mowwm.org or call (616) 459-3111.

15. How far in advance should we reserve our volunteer time?

Please plan to reserve your volunteer time at least 1 week in advance. Exceptions can be made based on the availability of open volunteer positions.

16. Can my group post about our volunteer experience on social media?

Yes! We love when volunteer groups post about their experience. If you do, please tag us on social media, too, so we can see your post! You can find our Facebook, Instagram, Twitter and our LinkedIn page on our website.

HIPAA Compliance

Health Insurance Portability and Accountability Act

A HIPAA-covered entity is typically a healthcare provider, health plan, or healthcare clearinghouse that conducts transactions electronically. A vendor of a HIPAA-covered entity that needs to be provided with protected health information (PHI) to perform duties on behalf of the covered entity is called a business associate (BA) under HIPAA.

Route Logs:

- We are required to follow HIPAA laws to protect our clients' information. Please do not share any personal identifying client information with others outside of the organization. Always keep your route log secure and out of view from others
- Route logs must be turned into the Delivery Office at the end of the route
- As a best practice, when you exit your vehicle to make your delivery, you should either bring your route log with you or turn it over and lock your door ensuring client information is not visible to passer-byers or theft

Community Dining NAPIS

- Clients can and are encouraged to independently fill out the NAPIS (National Aging Program Information System) form to keep their information private, assistance is available if the client chooses from a staff member or volunteer

Pantry Client Sign-In

- Each client visit is tracked by date and initials in the sign-in book
- As a best practice, the book is closed when the front desk staff member or volunteer leaves the desk

Senior Millage Pantry Registration Form

- Clients are encouraged to fill out the KCSM (Kent County Senior Millage) form independently to keep their information private. Assistance is provided by staff or volunteers if the client desires
- As a best practice, the registration forms are uploaded, stored in our client database and shredded after completion

HIPAA Training:

- All volunteers who interact with HIPAA information will undergo a HIPAA training session provided by MOWWM.

Code of Conduct

Among other things, the following may result in needing to part ways with the volunteer:

- Violation of MOWWM's policies or safety rules laid out in the code of conduct section
- Violation of MOWWM core values previously listed in the MOWWM handbook
- Insubordination
- Unauthorized or illegal possession of drugs and/or alcohol
- Use or sale of alcohol or controlled substances on MOWWM premises or during operating hours, while engaged in MOWWM activities or in MOWWM vehicles
- Unauthorized possession, use or sale of weapons, firearms, or explosives on MOWWM premises
- Theft or dishonesty
- Any form of harassment
- Disrespect towards employees, clients, fellow volunteers, visitors, or other members of the public
- Repeated canceling of volunteer shift with no prior notice
- Negligent care of or willful destruction of MOWWM property

These examples are not all inclusive.

Personal Property

MOWWM is not responsible for loss or damage to personal property. Valuable personal items, such as purses and all other valuables should not be left in areas where theft might occur.

Meals On Wheels Western Michigan Property

All property of Meals on Wheels Western Michigan, including but not limited to coolers, clipboards, and route logs must be returned to Meals on Wheels Western Michigan by the end of your volunteer shift.

Diversity Equity and Inclusion Policy

At MOWWM, we value all people as unique individuals, and welcome the variety of experiences each person brings to our company. As such, we have a strict nondiscrimination policy and are committed to providing an inclusive and welcoming environment for all. MOWWM does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, military status or any

other characteristic protected by law not stated here in any of its activities or operations. These activities include the selection of volunteers. In Michigan, the following are a protected class: disability; religion; race; color; national origin; age; sex; pregnancy, childbirth or related medical condition [that does not include non-therapeutic abortion not intended to save the life of the mother]; height; weight; marital status; and genetic information.

Americans with Disabilities Policy

MOWWM is committed to providing equal volunteer opportunities to qualified individuals with disabilities in accordance with applicable federal and state disability statutes. This may include providing reasonable accommodation where appropriate for an otherwise qualified individual to perform the essential functions of the volunteer position. Please notify HR or the Volunteer Department of the need for accommodation. This can be done on the initial volunteer application as well. Upon doing so, HR or the Volunteer Department may ask for input or the type of accommodation that may be necessary. MOWWM will not seek genetic information in connection with requests for accommodation. All medical information received by MOWWM in connection with a request for accommodation will be treated as confidential.

Anti-Harassment Policy

We prohibit harassment, including sexual harassment, of one volunteer by another volunteer, employee, supervisor or third party for any reason based on but not limited to: race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, military status, or any other characteristic protected by law not stated here. Harassment of third parties by our volunteers is also prohibited. This is to ensure that in the MOWWM environment, no volunteer harasses another for any reason or in any manner. The conduct prohibited by this policy includes conduct in any form including but not limited to email, voice mail, chat rooms, internet use or history, text messages, pictures, images, writings, words or gestures. While it is not easy to define precisely what harassment is, it includes: slurs, epithets, threats, derogatory comments or visual depictions, unwelcome jokes and teasing.

Sexual Harassment

While it is not easy to define precisely what sexual harassment is, it may include: unwelcome sexual advances, requests for sexual favors, and/or verbal or physical conduct of a sexual nature including, but not limited to, sexually related drawings, pictures, jokes, teasing, e-mails, text messages, uninvited touching, or other sexually related comments.

Smoking/Tobacco/Vaping Policy

MOWWM is committed to providing a safe and healthy environment for employees, volunteers and visitors. Smoking (including vaping) and smokeless tobacco products are not allowed on MOWWM property (unless 25ft away from MOWWM buildings) or off property while representing MOWWM, including volunteer driving while coolers are in the car.

No Weapons On-Site

Possession, use or sale of weapons, firearms, or explosives on work premises, while operating MOWWM machinery, equipment, or vehicles for work-related purposes or while engaged in MOWWM volunteer activities off premises is forbidden except where expressly authorized by MOWWM and permitted by state and local laws. This policy applies to all volunteers, including but not limited to those who have a valid permit to carry a firearm. Any violation of this policy may result in MOWWM parting ways with the volunteer.

Drug and Alcohol-Free On-Site Policy

MOWWM has a vital interest in ensuring a safe, healthy, and efficient working environment for our employees, their co-workers, volunteers and clients we serve. The unlawful or improper use of drugs or alcohol in the workplace presents a danger to everyone. In addition, as a federal grantee MOWWM is required to comply with the Drug-Free Workplace Act of 1988. Any violation of this policy may result in MOWWM parting ways with the volunteer.

On-Site Rules

Whenever volunteers are at MOWWM, they are prohibited from:

- Using, possessing, buying, selling, manufacturing, or dispensing an illegal drug
- Being under the influence of alcohol or an illegal drug as defined in this policy
- Possessing or consuming alcohol. (This does not include the authorized use of alcohol at MOWWM-sponsored functions or activities)

Solicitation at MOWWM

Solicitation of employees, visitors, clients or volunteers is prohibited during work hours or on the premises of any MOWWM work site except in MOWWM designated areas. This includes but is not limited to:

- Fundraisers for other organizations
- Direct sales or MLM (Multi-Level Marketing) programs
- Political campaigns
- Religious conversion efforts

Exceptions may be granted by the CEO for company endorsed events.

Recording Devices On-Site

MOWWM has security cameras in place in its facilities. No other forms of recording in the workplace without prior authorization are permitted. Example of prior authorization: if volunteers give permission to have their photo taken on the volunteer application. This includes taking photographs, video or audio taping or otherwise recording of any client, employee, volunteer, visitor, or the property of MOWWM.

Music

Music is allowed in the workplace at MOWWM. Music must be free from profanity, racial, sexual, and religious content to maintain an inclusive and harassment free environment. If in doubt, don't play it. Music must be played at a reasonable volume as determined by leadership. Headphones are allowed if they do not interfere with job safety or the ability to perform the job. Headphone use in food service areas is allowed unless the supervisor states otherwise.

Eating/Drinking/Gum

Eating, gum chewing, toothpicks, candy, cough drops etc. are prohibited in food service areas, except in designated break rooms and enclosed offices. Taste testing of recipe samples in food service areas is allowed. Drinking in food service areas is permitted but all containers must be enclosed and may not be made of glass.

For MOWWM Employees

While employed at MOWWM, staff members are not allowed to volunteer to do their own job.

Volunteer Handbook Guidelines and Policies

The policies outlined in this Volunteer Handbook are management guidelines only, which in a developing business will require changes from time to time. MOWWM retains the right to make decisions involving volunteers as needed to conduct its work in a manner that is beneficial to the volunteers and MOWWM. This Volunteer Handbook supersedes and replaces all prior Volunteer Handbooks and any inconsistent verbal or written policy statements. MOWWM reserves the right to revise, delete and add to the provisions of this Volunteer Handbook at any time without further notice. No oral statements or representations may change the provisions of this Volunteer Handbook. This Volunteer Handbook is not intended to create contractual obligations with respect to any matters it covers.

REGARDLESS OF ANY PROVISION IN THIS VOLUNTEER HANDBOOK, MOWWM MAY PART WAYS WITH THE VOLUNTEER AT ANY TIME. NOTHING IN THIS VOLUNTEER HANDBOOK OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO PART WAYS WITH THE VOLUNTEER.

If you have questions regarding the content or interpretation of this Volunteer Handbook, please contact the MOWWM Volunteer Department.