



**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](mailto:volunteer@mowwm.org). You will be directed to the person who will be able to 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 pantry 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

<h3>VISION</h3>  <p>A community where no senior is hungry or forgotten.</p>	<h3>MISSION</h3>  <p>To provide quality nutrition services in a supportive environment to promote the health and independence of older adults.</p>	<h3>VALUES</h3>  <p>Treat People Well Be A Team Player Do The Right Thing Aim For Excellence</p>
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### VISION, MISSION AND VALUES STATEMENT:

*We believe in a community of intentional respectfulness 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 on groceries, freeing up needed dollars for medication and heating.

Community Dining sites provide meals at multiple 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

### Volunteer Inquiries

Meals on Wheels Western Michigan Primary Contact

Phone: (616) 459-3111 option 5 / extension 814

Fax: (616) 224-0220

Email: [volunteer@mowwm.org](mailto:volunteer@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 Roles

Additional detail for these roles is provided in the appendix at the end of this handbook

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

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### Volunteer Delivery Driver

**Goals for the Role:** Deliver nutritious meals and a smile to older adults facing barriers to food access, wishing to age in place. Communicate clients' needs and wellness concerns to the appropriate internal teams related to client safety, wellbeing, and service satisfaction.

**Impact of the Role:** About 1 in 4 seniors say their driver is the only person they see all week. In 2025, drivers called in 140 Well Being Concerns.

**Duties and Responsibilities:** Drivers must be 18+ passengers can be any age. Volunteers are expected to maintain food safety through proper use of coolers and record the delivery status of each stop.

### **Kitchen Plating Crew Volunteer**

**Goals for the Role:** Volunteers play a vital role in the production of the meals to ensure that choice is available for the seniors who are part of our Home Delivered Meal Program.

**Impact of the Role:** Our HDM Program allows thousands of seniors in the community to remain in their homes and be independent while choosing nutritious food they prefer.

#### **Duties and Responsibilities:**

- Portion food to meet nutritional requirements set by our registered dietician on staff
- Use machine to seal meals (must be 18+ to operate machinery)
- Label and pack meals
- Clean kitchen line

### **Front Desk Volunteer**

**Goals for the Role:** Greet guests, answer phone, and complete administrative tasks while promoting a welcoming environment.

**Impact of the Role:** Assisting both clients and volunteers as well as being a welcoming face for Meals on Wheels Western Michigan.

#### **Duties and Responsibilities:**

- Answering the phone (multi line phone)
- Transferring calls to respective departments
- Greeting walk ins, volunteer groups, clients, and general public
- Sort mail
- Receive deliveries
- Place thank you calls to donors
- General administrative tasks

### **Senior Pantry Support Volunteer**

**Goals for the Role:** Providing access to groceries to seniors in the community. Gives an equitable and dignified shopping experience based on MyPlate Dietary Guidelines from the USDA and choice of client. Volunteers are expected to treat each client with empathy, kindness, and dignity.

**Impact of the Role:** This is the only pantry that serves older adults, 60+, in the Greater Grand Rapids area. About 74% of the Senior Pantry clients report that because of the Senior Pantry they eat more fruits and vegetables. The Senior Pantry will distribute around 700,000 pounds of food in a single year.

**Duties and Responsibilities:** Stock, organize, and straighten rotating product on shelves and in refrigerators. Maintain good customer service through treating each client with empathy, kindness, and dignity. Verify clients receive the proper amount of each product category. General cleaning such as wiping down carts and sweeping

### **Mobile Pantry Volunteer**

**Goals for the role:** Mobile Pantries provide access to groceries to seniors in the community and gives an equitable and dignified shopping experience based on MyPlate Dietary Guidelines from the USDA and choice of client. Volunteers are expected to treat each client with empathy, kindness, and dignity.

**Impact of the Role:** Mobile Pantries provide accessible and diverse food options to those who may not be as mobile but still would like to cook their own meals.

**Duties and Responsibilities:**

- Unload and sort produce for distribution
- Ensure clients receive the correct number of food items
- Pack up excess produce and clean up the mobile pantry area

### **Community Dining Site Volunteer**

**Goals for the Role:** Community Dining Sites provide a nutritious communal meal where community and food come together. Dining sites support social

connections over a balanced meal to help fight isolation, loneliness, and hunger amongst the senior population.

**Impact of the Role:** For close to half of seniors who eat at Community Dining sites, the food they eat there is their only source of food. Volunteers serve nutritious food and provide an opportunity for connection and social interactions.

**Duties and Responsibilities:**

- Set up sides and food to be portioned out (may be asked to help set up tables and chairs depending on the site)
- Serve food based on Director of Nutrition’s and Site Coordinator’s guidelines
- Clean up

**Cooler Pack Table Volunteer**

**Goals for the Role:** Preparing meal bags and delivery containers by adding sides to the clients’ bags and packing those bags into the delivery containers. Occasionally will assist with tagging containers and staging them for delivery.

**Impact of the Role:** These are meal kits that ensure independence and nutritious meals delivered to the homes of seniors who are part of our Home Delivered Meal Program.

**Duties and Responsibilities:**

- Efficiently pack rotating sides into meal bags
- Packing meal bags into coolers
- Pulling coolers to bay area for driver pick up

**Bag Decoration Volunteer**

Volunteers will decorate our meal 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.

**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

### Special Events Volunteer

We have special events scheduled throughout the year that use volunteer services. Events include Chef's Specialty, More than a Meal Luncheon, 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 dependent on event.

### Delivery Special Events

- Be a Santa to a Senior
  - Deliver gifts to seniors on a predetermined weekend in December
- Holiday Delivery Days
  - Deliver meals to seniors during the week to supplement meals while MOWWM is closed for Federal holidays
- Emergency Meal Delivery Day
  - Delivery a box of shelf stable meals to clients in preparation for the winter months on a predetermined Saturday in September

## 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:

- Create an account on Volunteer Hub
- Pass the background check associated with the individual volunteer application form

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

- 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 Senior Pantry)

### 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, please reach out to the contact information listed below. RSVP is offered only to those who are 55 years of age and older. Please note that changes to reimbursement are based on funding at the time and are subject to change.

#### **Contact:**

(616) 459-6019 or [info@seniorneighbors.com](mailto: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 Newsletter**

The volunteer newsletter is released electronically to all volunteers who are subscribed and is available on our website. The newsletter goes out on the 1<sup>st</sup> 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. Volunteers are automatically added to the subscription list, please check your VolunteerHub account under Notification Settings to change your subscription settings.

## Social Media Information

### Follow us on social media!



@mealsonwheelwesternmichigan



@mealsonwheelwesternmichigan



@mealsonwheelwesternmichigan



### 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. Contact a MOWWM volunteer department staff member for more information.

### Dress and Grooming Policy

Our dress code is intended to promote teamwork, the MOWWM brand, and a professional, comfortable, and safe work environment. We believe in a

workplace that demonstrates mutual respect between all, which is reflected in how your apparel presents you and MOWWM. 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.

### **Dress Code Details:**

- If an item of clothing includes a logos, drawing, picture or illustration, please consider and evaluate whether it is appropriate for all clients, volunteers and staff who you will be interacting with during the day.
- Please do not wear apparel that presents religious or political messages. Church or parochial school groups with shirts identifying their groups and similar apparel is generally acceptable.

### **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 Sites 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**

No jewelry (including watches, bracelets, or rings) with the exception of a plain wedding band.

These are our Food Safety Regulations. Those not in compliance with the above dress requirements will be asked to change before being permitted to enter the kitchen.

## **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 does 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 does 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 or not feeling well, we encourage that volunteer to stay home until they feel better. Volunteers should use VolunteerHub to cancel volunteer opportunities they are not able attend.

**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.

**Severe Weather Policy:**

Your personal safety is paramount to us, so please use your judgement and discernment to assess weather conditions before your scheduled volunteer shift. If you conclude that travel conditions are unsafe for you to come to Meals on Wheels, please let us know by canceling using VolunteerHub. Please be assured that a skeleton crew of staff and volunteers will continue operations and deliveries to ensure that clients still get their food delivered, made, plated, and that the Senior Pantry is stocked and has staff ready to serve clients.

If you do come to the office during poor weather conditions you may find that some staff members are working remotely. As per our Staff Volunteer Handbook, "In any case where MOWWM is open during inclement weather, staff who can perform their duties remotely may be allowed to work remotely."

In the event that the Senior Pantry does decide to close or delay its opening time you will be notified via email.

## FAQ

### Frequently Asked Questions

#### **When are your volunteer opportunities?**

Most of our volunteer opportunities occur Monday-Friday from 7 AM – 3 PM. Please head to our [www.mowwm.org/volunteer](http://www.mowwm.org/volunteer) for the most up to date information on volunteer opportunities.

#### **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.

#### **How old do I have to be to volunteer?**

Volunteers 13-15 are accepted in our kitchen with an adult; volunteers 16+ can volunteer independently. Volunteers must be 18 or older to volunteer as a delivery driver or operate MOWWM machinery. Please email or call the Volunteer Department at [volunteer@mowwm.org](mailto:volunteer@mowwm.org) or 616-459-3111 for questions.

#### **Do I need to bring anything with me when I volunteer?**

MOWWM will provide any necessary equipment for your volunteer experience including food safety protection. Volunteers are permitted to bring water bottles, but we encourage you to leave other personal items in your car.

#### **Do I have to attend a training session prior to volunteering?**

Volunteers who are interested in delivering meals or volunteering at the senior pantry, there is additional training. A member of the Volunteer Department, a relevant staff member or team member will provide a quick training on your first day depending on your volunteer activity.

### **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.

### **What if I need to cancel?**

You may manually [cancel](#) your volunteering session through [VolunteerHub](#).

### **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 and Mobile Pantry locations can be found on the MOWWM website.

### **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 on a ride along before delivering on their own. Pantry Volunteers will receive a tour before being able to volunteer.

### **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.

### **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@seniorneighbors.org](mailto:info@seniorneighbors.org) or 616-459-6019 for more information.

**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](mailto:volunteer@mowwm.org) or call [\(616\) 459-3111](tel:6164593111) for more information. Additionally, volunteers can view their recorded hours in their own VolunteerHub Account.

**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. School groups are required to have at least one adult chaperone per 10 students.

**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](mailto:volunteer@mowwm.org) or call [\(616\) 459-3111](tel:6164593111).

**How far in advance should we reserve our volunteer time?**

Please plan to reserve your volunteer time at least 2 weeks in advance. Exceptions can be made based on the availability of open volunteer positions.

**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, and our LinkedIn page on our website.

## **HIPAA Compliance**

In some areas of MOWWM, private information covered by HIPAA is necessary to provide services to clients. All volunteers who interact with HIPAA information will receive HIPAA training provided by MOWWM to ensure they are able to understand compliance requirements in their role. That training will include the topics below.

### **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.

## **Code of Conduct**

Volunteers are expected to follow are core values which are:

### **Treat People Well**

- Be respectful and kind
- Assume positive intent
- Value the input of others
- Be inclusive and embrace differences

### **Be a Team Player**

- Work well together and collaborate
- Understand that change is continuous and be flexible

### **Do the Right Thing**

- We own mistakes
- We are honest
- We are good stewards

### **Aim for Excellence**

- Try new things
- Seek continuous improvement
- Make mistakes and learn from them

## **Our Workplace Values**

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 a respectful 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.

## **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 on 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 25 feet 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.

### **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.

### **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 a mind altering substances 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

## **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. Headphones are allowed if they do not interfere with opportunity safety or the ability to perform the actions. 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. 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.

## Appendix

### Expanded Volunteer Role Descriptions

#### Meal Delivery Driver

**Time Commitment:** 1.5–2.5 hours per route. Volunteers have the opportunity to adopt a route on a regular basis or pick up routes as available through our online scheduling system.

**Location:** 2900 Wilson Ave Suite 500 Grandville, MI

**Work Environment:** Volunteers will begin and end your volunteer experience at our location in Grandville. Volunteers may be asked to enter a client’s home to place meals in the freezer.

**Skills and Qualifications:** Volunteers use their own vehicles, must be 18 years of age or older, have a valid driver’s license and sufficient auto insurance. Please make sure your car has the available clean space to store coolers during delivery. There is no minimum frequency requirement. All deliveries begin at the main Meals on Wheels Western Michigan Grandville location.

Volunteer Delivery Drivers are our eyes and ears– their diligence, care, and empathy help clients remain living at home independently and with dignity.

**Orientation and Training:** Volunteer’s first day begins with a tour of the Grandville facility and a ride along with a Mentor Volunteer. Immediately after ride along, volunteers are directed to the Volunteer Department to check in and move towards next steps.

**Supervision:** Volunteers are expected to deliver independently using their own vehicle. Delivery Office Staff and Client Support Specialists will be available via phone during deliveries.

### **What people are saying:**

*"I feel like communication is great Everyone is so supportive and very encouraging! I definitely feel appreciated by the MOWWM team!!"* -Vicki N.

*"Love the staff, love the quality put into the prep of meals and the organization in advance of we the volunteers in delivering the meals. Proud to be part of this organization as a volunteer"* -Mike G.

### **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
- Go on a ride along with a Mentor Volunteer

### **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 7:30AM-9:00AM 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 2 hours

**Cooler Instructions:**

- The number of coolers a driver receives is dependent on the route and week
- All meal bags must remain in their coolers until delivery point
- Clients may have more than one 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 stacked on the carts located near the ramp.

### **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
- 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 in 4 of Home Delivered Meal clients say their MOWWM delivery driver is the only person they see each week. Your smile may be just as impactful as the meals!

### **Kitchen Volunteer**

**Time Commitment:** Join us once or as often as you are available Monday-Friday from 9AM-11AM;

**Location:** 2900 Wilson Ave Suite 500 Grandville, MI

**Work Environment:** Volunteers must have the ability to work in a fast-paced and higher noise level environment with a group of other individuals. Volunteers must have the ability to stand for the duration of the experience (2 hours)

**Skills and Qualifications:** Adhere to staff guidance on Food Safety Procedures and portioning meals. Ability to use basic kitchen hand tools (example: ice cream scoops, spatula, and ladle. We are welcoming volunteers ages 13-15 with an adult or 16+ as an individual. All volunteers are background checked as per federal funding requirements.

**Orientation and Training:** On the first day, begin with a tour of the facility followed by Food Safety videos. Staff will provide onsite instruction per meal.

**Supervision:** Staff will provide instruction and constructive feedback as needed and will be in the area to help support volunteers as a whole, but may not be able to provide one on one support for volunteers at all times. Volunteers will report to the Packaging Lead.

### **What People Are Saying:**

*“[This] gives meaning to my life. It makes me feel that there is some essential important thing to my existence. I like working there because of the relationship with all the workers.” -Wayne K. (Kitchen Volunteer)*

### **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 Food Safety 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 Volunteer**

**Time Commitment:** Preferred at least once a week. Shifts are 3 hours from either 9AM-12PM or 12PM-3PM.

**Location:** 2900 Wilson Ave Suite 500 Grandville, MI 49418

**Work Environment:** Typical office environment, quiet but public facing role.

**Skills and Qualifications:** Volunteers should have good interpersonal skills, have the ability to learn new tasks, knowledge or willingness to learn about a multi-line phone system, have experience with emailing and chat functions (or be willing to learn). Volunteers should be prepared to work on paper and computer projects with training provided. All volunteers are background checked as per federal funding requirements.

**Orientation and Training:** A member of the Volunteer Department will give a tour and introduce the new volunteer to a member of the Administrative Team. The Administrative Team will then provide training on ongoing and new projects, as needed, for the new volunteer.

**Supervision:** A member of the Administrative Team will be able to support volunteers in this role with additional training. Volunteer will complete most tasks on their own.

## **What People are Saying**

*"[I enjoy] feeling like I'm making a difference at the front desk meeting and greeting the guests." -John S.*

*"I like to talk to all who call so I can direct them to the best person to help them." -Sherry S*

*"[I love] learning more about meals on wheels, everyone is so friendly! I enjoy helping out for a great cause!" -Sandy H.*

## 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

## Senior Pantry Volunteer

**Time Commitment:** Preferred once a week, however flexible to your personal schedule. Three-hour shifts available in the morning and afternoon. Please reach out to the Volunteer Department or check our website for Senior Pantry Hours.

**Location:** 1954 Fuller Ave NE Grand Rapids, MI 49505

**Work Environment:** High traffic space that serves roughly 100 households a day. The Senior Pantry serves a varied group of clients whose first language is not always English. The Senior Pantry is a typical retail store environment (varied temperatures) and volunteers will be exposed to outside weather conditions.

**Skills and Qualifications:** The ability to lift up to 20lbs, anything heavier please ask staff for assistance. Volunteers will be expected to stand for long

periods of time. The ability to count, follow MyChart system, and organize products based on MyChart food groups.

**Orientation and Training:** On the first day volunteers will be given a tour of the Senior Pantry and an overview of the three programs and Feeding America Training.

**Supervision:** Volunteers will receive oversight from the Senior Pantry staff.

### **What People Are Saying**

Volunteering at [the Senior Pantry] has been a great experience, from meeting and interacting with the seniors to interacting with the other volunteers, it fills my heart. We have made some close friendships with a couple of the seniors as well. - *Laura V.*

### **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
- Receive Civil Rights Training

### **Pantry Training Details**

**Note:** Sign in and out for every volunteer opportunity on the Volunteer Hub tablet.

The food pantry's three main roles for volunteers, you may be asked to help with any of these roles while volunteering at the Senior Pantry:

**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, 3 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 Volunteer**

**Time Requirements:** Dependent on site ranging from 1.5-3 hours

**Locations:** Please go to

<https://mealsonwheelswesternmichigan.org/volunteer/> or reach out to [volunteer@mowwm.org](mailto:volunteer@mowwm.org) for locations looking for volunteers.

**Work Environment:** Each site is different; however, sites serve clients from the start time through the end time. Volunteers will be exposed to various temperatures and can expect a similar environment to a retail space.

**Skills and Qualifications:** The ability to lift up to 20lbs, anything heavier please ask staff for assistance. Volunteers will be expected to stand for long periods of time. The ability to count, follow MyChart system, and organize products based on food groups.

**Orientation and Training:** A member of the Volunteer Department will meet new volunteers at the mobile pantry site, will share information about the three programs, and introduce new volunteers to the Senior Pantry Lead. The Senior Pantry Lead will conduct training and explain the process of the specific mobile pantry.

**Supervision:** Volunteers will receive oversight from the Senior Pantry Lead.

### **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 Site Volunteer**

**Time Commitment:** Each Dining Site volunteer shift is between 1.5–2.5 hours. Volunteers can support weekly or monthly depending on availability.

**Locations:** Please go to

<https://mealsonwheelswesternmichigan.org/volunteer/> or reach out to [volunteer@mowwm.org](mailto:volunteer@mowwm.org) for locations looking for volunteers.

**Work Environment:** The environment is generally a kitchenette in a communal space. Volunteers are expected to uphold Food Safety Guidelines and stand for the duration of serving the meal.

**Skills and Qualifications:** Volunteers for this role need to have good interpersonal skills, adhere to staff guidance on Food Safety Procedures and portioning meals. Volunteers need to have the ability to use basic kitchen hand tools (example: ice cream scoops, spatula, and ladle. All volunteers are background checked as per federal funding requirements.

**Orientation and Training:** A member of the Volunteer Department will meet new volunteers at the Dining Site, give a brief overview of our programs, take your photo for nametag, and introduce you to Dining Site Coordinator.

**Supervision:** Staff will be available to support the volunteers as a whole but may not be able to provide one on one support for volunteers at all times. Volunteers report to the Dining Site Coordinator.

**What people are saying:**

*"I love volunteering with MoW. Theresa P is so amazing. She's an excellent leader and lovely to be around, so kind and genuine - all the seniors love her. She's 70% of the reason I love my weekly volunteering shift. She makes it so easy to jump right in and our group all works together so well. She's a national treasure!!!!!!!!!!!!!" -Anonymous*

*"I enjoy working with the site person, Nikki. 2. I like seeing the "community" being built. 3. I like that my commitment can be short (just a couple of hours)." - Sandra B.*

*"It's fun to socialize with the seniors 2. My dining site volunteers are all excellent people and make me laugh 3. It feels good to be in the community volunteering." -Tori B.*

## **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)

### **Cooler Pack Table Volunteer**

**Time Commitment:** Monday–Friday 7AM–9AM, please note some days may end early. The timing of the pack table is subject to change as it is determined by route structure and organizational growth.

**Location:** 2900 Wilson Ave Suite 500 Grandville, MI

**Work Environment:** Ability to work in a fast paced and higher noise level environment with a group of other individuals. Ability to stand for the duration of the experience (2–3 hours)

**Skills and Qualifications:** Adhere to staff guidance and training in packing and food safety procedures. We are welcoming volunteers aged 16 and up for this volunteer opportunity. Attention to detail and the ability to work in a fast-paced environment is most ideal for this volunteer opportunity. The ability to physically move dollies of full coolers up and down a ramp is preferred but not required. All volunteers are background checked as per federal funding requirements.

**Orientation and Training:** Onboarding will include introduction to pack table staff and instruction on various positions. The Volunteer Team will provide a brief follow-up and tour if desired.

**Supervision:** At least one staff member will be present for support and any questions. Volunteers will report the Warehouse Pack Table Lead.

### **What People are Saying:**

*“We love the chance to serve seniors in a meaningful way and help those who are vulnerable in our community. We enjoy the Pack Table team and the fast-paced and busy environment.” –Don and Cathy*

## **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 each side item into the meal bags according to the labels
- Place tags on the coolers and pack the meal 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.