



Volunteer Orientation Packet

864.855.3770



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Who We Are

Mission - Combat hunger, loneliness and isolation on those citizens living in Pickens County and to provide a lifeline through the use of caring volunteers

Programs Offered

Meals on Wheels is best known for its work to end senior hunger. However, the program is much more than just a meal. Pickens County Meals on Wheels provides crucial services that help hundreds of seniors each year “age in place” while maintaining their nutritional health, independence and quality of life.

- **Home Delivered Meals:**

Home-delivered meals are crucial to helping people maintain their nutritional health, feel connected in the community and continue living safely in their own homes. Our corps of caring volunteers deliver 300+ meals across 23 routes covering Pickens County. Meals are delivered Monday – Friday between 11am-1pm. Each delivery provides a nutritious meal, a friendly visit and a safety-check.

Eligibility: a person must be homebound, be unable to prepare a nutritious meal and not have anyone able to prepare a nutritious meal for them on a regular basis.

- **Young at Heart Dining and Activity:**

Maintaining a healthy lifestyle is important. The Young at Heart Dining and Activity Center provides the perfect place for active seniors to eat lunch and participate in a variety of planned activities such as structured fitness; educational programs, crafts, singing, games and much more.

Membership: \$20/individual or \$30/couple, age 60+. Lunchtime meals are served at The McKissick Center Monday – Friday between 11:30 am and 12:30 pm. Meals are \$3 and must be reserved in advance. Reservations can be made at the center or by calling 864-855-3770, ext. 5. Transportation is available.

Governance/Administration/Funding

Pickens County Meals on Wheels (PCMOW) is a 501 (c)(3), non-profit, charitable organization funded through donations from churches, church organizations, businesses, schools, civic groups, United Way, foundations/grants and individuals. Contributions enable us to continue to serve a hot meal to the elderly living in Pickens County.

PCMOW is governed by a 15 member volunteer Board of Directors composed of Pickens County citizens. Day to day operations are administered by a 9 member staff team consisting of a full-time executive director, program coordinator, nutrition coordinator and part-time client services coordinator, volunteer coordinator, chef, sous chef and two meal transporters.

Historical Timeline

1979---Plans began to form a Meals on Wheels organization to serve the community's older neighbors who were in need of a hot, nourishing meal but were unable to provide it for themselves. Grace United Methodist Church in Pickens housed the new organization and meals were to be prepared at Cannon Memorial Hospital.

October 1, 1980—First meals were delivered to ten recipients.

1983—Number of home delivered meal recipients grew to 41.

1983—2007—During this time, the organization grew, new delivery routes were added and by 2007, 130 meals were delivered daily.

2010—Pickens County Meals on Wheels moved to new office location in Easley.

2011—Number of meals delivered grew to 230 meals daily

2012—Pickens County Meals on Wheels entered into a purchasing agreement with Greenville County Meals on Wheels. This change in meal providers allowed the opportunity to decrease costs and serve a variety of meals that accommodate more people with special diets. The cost savings allowed the purchase of more meals and service to more people for the same budgeted amount, thus reducing the waiting list by 73%.

2013—Pickens County donates the former Liberty Middle School kitchen and cafeteria to Pickens County Meals on Wheels and the Step Up to the Plate Campaign to refurbish the building is launched.

2104—Pickens County Meals on Wheels expands services to include more home-delivered meals as well as group dining and activities.

July 2015—Pickens County Meals on Wheels celebrated the grand opening of the McKissick Center for Senior Wellness in Liberty. The McKissick Center is the home of the newly established PCMOW kitchen, home-delivered meal program and the Young at Heart dining and activity center.

2016—Delivered 1,000,000 meal!

The Future

Meals on Wheels continues to see an increase in the number of requests for service, 11% per year since 2008. We still maintain a waiting list for service, and strive to serve those whose need is most critical. Additions are based on need rather than chronological order.

The number of people 60 and older continues to rise across our nation. By the year 2030, projections indicate that 20% of the US population will be over the age of 60, or every 1 in 5 people. Currently, South Carolina is ranked 2nd in the nation (behind Mississippi) for the number of seniors at risk of hunger and food insecurity. Coupling this with our current economy and the rising price of food and gas, the need for Meals on Wheels has never been greater.



Volunteers Keep the *Wheels* Turning!

Being a Meals on Wheels volunteer is a great opportunity for those who enjoy making a difference in people's lives. It is a perfect fit for churches, church groups, civic organizations, and businesses. There are many different ways to volunteer here at Meals on Wheels.

Volunteer Opportunities

- **Meal Delivery**

Drivers who are regularly scheduled to deliver hot meals to homebound individuals throughout Pickens County. Meals are picked up at 11:00 AM at the designated pick-up location. Delivery can take anywhere from one hour to one and a half hours. This is a great opportunity for groups to rotate days, or individuals who know their schedule ahead of time.

Route Substitutions/Holiday and Summer Coverage

Perhaps you like maintaining a flexible schedule, would like to deliver meals on days off of work, when the kids are out of school, during holidays or summer. If so, then Route Substitution could work for you. Substitutes deliver meals when regular drivers are unavailable.

Substitutes also help fill open routes during the summer and holidays

- **Kitchen Assistance**

Assist in the kitchen in meal preparation and packaging

- **Center Activities**

Engage senior adults in recreational, socialization and educational activities at the McKissick Center in Liberty.

- **Special Projects**

- Friendly Visitor
- Holiday Fundraising
- Food Drive for Emergency Meals
- Emergency Meal Delivery
- Special Events (set-up, greet people, tear down)

- **Office Work**

Assist with office/administrative tasks such as filing, writing cards, answering phones, preparing mailings or other office needs.

- **Financial Support** Pickens County Meals on Wheels relies heavily on donations from

- Churches
- Church Organizations
- Civic Clubs
- School Groups
- Businesses
- People like you!



Policies and Procedures

Representing the Organization: Please remember that while volunteering in any capacity--delivering meals, helping in the kitchen, assisting with center activities or other assignments -- that you represent Pickens County Meals on Wheels.

Recipients: As a volunteer, you will be expected to provide service to any client/member regardless of race, religion, creed, national origin, handicap, medical diagnosis, ability to pay, or location.

Confidentiality: Please remember not to disclose any personal information that you may learn while volunteering with Meals on Wheels.

Substance Abuse: The possession, use, or sale of illegal drugs or alcohol is never tolerable while volunteering, working, or visiting Pickens County Meals on Wheel.

Attendance and Absenteeism: As a volunteer, we highly depend on you to complete your scheduled shifts. We also understand that from time to time, things will come up that will hinder this responsibility. Please let your Pickens County Meals on Wheels staff contact (Volunteer Coordinator for meal delivery, Nutrition Coordinator for kitchen help and Program Coordinator for center activities and other tasks) know of any scheduled absences such as appointments and /or vacations. In the event of an unscheduled absence, please alert your staff contact as soon as possible. If absenteeism becomes excessive, your volunteer status may be reevaluated.

Delivery: Volunteer drivers will be called or emailed the last working day prior to their delivery day as a reminder of their scheduled pick-up and delivery time. Pick-up and delivery time is approximately one and a half hour beginning at 11:00. Check tires and gas level before beginning the route. **If running more than ten minutes late for meal pick up, please call the office at 855-3770.**

Inclement Weather: We follow the Pickens County School District's inclement weather school closing schedule with regard to meal delivery.

In the event of a 2 hour delay, we will still deliver meals unless otherwise notified and the center will open at 10:30. Kitchen volunteers may need to come in at their regularly scheduled time in the event of a delay.

Holiday Schedule

Pickens County Meals on Wheels offices and center will be closed on the following days and meals will not be delivered. **New Year's Day, Martin Luther King Day, Good Friday, Memorial Day ,Independence Day, Labor Day, Thanksgiving & the day after Thanksgiving, Christmas Eve and Christmas Day.**

Ending Your Volunteer Service: You may resign from your volunteer service at any time. We would hope that you would let your staff contact know at least two weeks before you plan to resign. This is helpful as plans are made to fill the volunteer opening.

Dismissal: Dismissal of a volunteer can occur if the volunteer is unreliable, irresponsible, disruptive, or displays inappropriate behavior or fails to follow the policies and procedures.



Meals on Wheels Driver Volunteer Position Description

Mission: Combat hunger, loneliness and isolation on those citizens living in Pickens County and to provide a lifeline through the use of caring volunteers.

Position: Meals on Wheels Driver

Hours Needed: Weekly 11:00 AM-1:30 PM, Monday-Friday

Reports to: Volunteer Coordinator

Purpose: Deliver meals to homebound individuals in Pickens County

Responsibilities:

- Read and follow the driver's handbook for meal delivery
- Provide 2 insulated containers for meal transport. One for hot meals and one for cold items
- Pick up meals at designated pick-up location
- Deliver meals to recipients on assigned routes
- Follow-up with volunteer coordinator with any issues/changes brought to your attention from recipients
- Call the Meals on Wheels office if you are running more than 10 minutes late for meal pick-up.

Qualifications:

- Complete application
- Complete volunteer orientation process
- Valid South Carolina Driver's License
- Current automobile insurance
- Be dependable
- Maintain confidentiality



Driver Handbook--- At a Glance

Meal Pick-Up and Delivery

- Your pick-up location will be determined with the Volunteer Coordinator. You will receive a reminder call or email the last working day before you drive. Please confirm.
- Pick-up Locations—Pick-up time is 11AM. Please call the office (855-3770) if you are going to be late!
McKissick Center, 349 Edgemont Avenue, Liberty
Rock Springs Baptist Church, 201 Rock Springs Road, Easley (Nursery/Preschool/Children’s area)
Save-A-Lot, 529 Hampton Avenue, Pickens

Route Sheets—Please remember to pick up your ROUTE SHEET with your meals and follow it closely.

- There may be additions to the route, or people that normally receive a meal may be off for that day.
- Delivery takes from one to one and a half hours. When you pick up, please count your meals and check the route sheet for any last minute changes.

Meal Transport Containers-----Please use (2) insulated containers: (1) for hot and (1) for cold

At the Recipient’s Home

- If the recipient does not answer the door:
 - 1) Call inside the home first
 - 2) Call the Meals on Wheels office – 855-3770
- If there is anything unusual or dangerous occurring at the home, immediately call the Meals on Wheels office.
- If there is an emergency, CALL 911. If the recipient has fallen or is bleeding, please do not try to move him/her.
- If a recipient is not at home, please DO NOT leave the meal - it can get contaminated.
- Please do not accept any money from the clients, we can provide a gift envelope if the recipient wishes to donate.

Closures----Meals are not delivered on weekends or holidays. Some recipients may get emergency meals on non-delivery days.

**Our organization is “driven” by volunteers like you who take the time to serve others.
Please remember that you represent Meals on Wheels while volunteering.**

**We are here to help.
Please call 855-3770 with any questions or concerns.
Thank you.**



Driver's Handbook

Mission:

Pickens County Meals on Wheels exists to combat hunger, loneliness and isolation on those citizens living in Pickens County, and to provide a lifeline through the use of caring volunteers.

Please read this Driver's Handbook carefully. Keep it in a place where you can refer to it when necessary. If you have questions about our policies or procedures, call the Meals on Wheels office at 864-855-3770 between 8:30 a.m. and 2:30 p.m.

The Role of the Volunteer Driver

The primary function of a volunteer driver for Meals on Wheels is to deliver a hot, nutritious lunch to a homebound elderly person.

A driver also plays other roles:

- Greeter
- Observer
- Liaison
- Lifesaver

Since you have personal contact with the recipients, your job is central to our mission.

SMILE! SMILE! SMILE!

There is nothing like a warm and friendly smile to greet someone who is lonely. In many cases, the driver is the **ONLY HUMAN CONTACT** the recipient has all day long. Don't miss the opportunity to make someone feel good!

TAKE THE TIME to ensure that everything is in order for the meal. Do they need help in opening their meal or milk? Would they like their meal put in any special place?

ENCOURAGE THEM TO START EATING IMMEDIATELY

Recipient and Route Information

Route Sheet: All drivers are supplied with a route sheet. The route sheet includes all the important information you will need when you deliver. **It is important that you have it with you each time you deliver.**

- 1) A recipient listing
- 2) Directions between stops
- 3) Landmarks
- 4) Medical information

Client Additions: Drivers will receive a new route sheet by mail or email as new clients are added to the route.

Client Discharges: Drivers will be notified of recipient discharges by mail or email.

Directions: Please note that the route may be driven in any order. The directions supplied serve only as a guide. It is helpful to have a map/GPS to find your way between stops, especially when one recipient is not home.

Meal Pick-Up Information

Delivery: You will be called or emailed the last working day prior to your delivery day to remind you that you are on the schedule to drive a route. Your working time is approximately one and a half hour beginning at 11:00. Check your tires and gas level before beginning your route. **If you are running more than ten minutes late for meal pick up, please call the office at 855-3770.**

Your pick-up location will be determined with the Volunteer Coordinator

NO MEALS ARE TO BE PICKED UP BEFORE THE TIME LISTED FOR YOUR ROUTE.

All perishable foods must be transported in insulated containers, one for hot foods and one for cold. This keeps them at the proper temperature for both health reasons and appeal until delivery is made.

You will receive a Route Sheet with your meals

- Please check this for any last minute changes!!!!
- Recipients receive juice OR milk, not both.

Safety First!!!

NEVER DELIVER A MEAL IF YOU ARE CONCERNED FOR YOUR SAFETY. Go to the next recipient & call the office to let us know the circumstances. We would much rather you be safe.

ABSOLUTELY NO MEDICATION SHOULD BE PURCHASED FOR OR GIVEN TO A RECIPIENT BY A MEALS ON WHEELS DRIVER.

Driver's Role in an Emergency

IF A RECIPIENT HAS FALLEN OR IS BLEEDING, DO NOT TRY TO MOVE THE RECIPIENT OR TREAT THE WOUND. NEVER TOUCH A RECIPIENT IN NEED OF MEDICAL OR FIRST-AID ATTENTION.

CALL 911 IMMEDIATELY

Notify the Meals on Wheels office at 864-855-3770 as soon as possible after you have called 911. Remain with the recipient until help arrives.

IF YOU GO BEYOND THIS POLICY AND DECIDE TO RENDER FIRST-AID, YOU ASSUME THE RESPONSIBILITY.

We know this may be difficult for you. Some of the reasons why you should not physically move or touch a recipient include:

- You could further hurt a recipient
- You could fall
- You could hurt your back
- Risk of transmitted diseases through bodily fluids, i.e. HIV, Hepatitis B, etc.

Always keep in your possession a copy of your route sheet.

Please Remember...

As a volunteer driver you are the "eyes" of the program. This is one of the most important aspects of the services that we provide. You may recognize changes or problems in the recipient's life. Be aware of the following:

- Confusion, disorientation, forgetfulness, withdrawal
- Anger, depression, hostility, anxiety
- Loss of appetite
- Uneaten (half eaten) meals, trays left on counter, table, or in refrigerator
- Difficulty moving around, reported falls or dizziness
- Fresh cuts, bruises
- Deterioration or improvement in clothing, hygiene, grooming
- Changes in speech, hearing, sight
- Mail, newspapers left outside

Call the Meals on Wheels office when you notice changes in these areas. We will communicate with emergency contacts and make any necessary referrals.

Meal Delivery During Adverse Weather Conditions

Occasionally Pickens County may experience adverse weather conditions that hinder or prevent the normally scheduled delivery of meals. Under such conditions it will be necessary to implement an emergency meal delivery plan.

- We follow the Pickens County School District's inclement weather school closing schedule with regard to meal delivery.
- In the event of a 2 hour delay, we will still deliver meals unless otherwise notified.

Drivers whose routes are cancelled are asked to call the recipients on their route. Explain to them that due to bad weather, meals will not be delivered.

Cancellations will also be posted on television station Channel 4 WYFF to have the closing of Meals on Wheels posted.

FAQs

What if the recipient does not answer the door/is not home?

- **If you have a cell phone, call them.** If you know they're hard of hearing, try honking your horn when you pull in the driveway. Check the door. If it's locked, see if there's an accessible back or side door. Can you look through any windows? Does it appear that someone's home? Are the lights on? Can you hear the TV?
- **If you're able to get into the house, yell loudly as you go room to room looking for them.** We know you're uncomfortable doing this, but it is part of the service we promise. If they've fallen, we want to find them and not have them lie there for hours or days. You can get on your cell phone, or use their phone and call us at the office as you go through the house. Look behind closed doors. Look in bathrooms. If there's a basement turn the light on and call down.
- **If you do not get a response, call the Meals on Wheels office. Please leave a message as to what was done.** Meals on Wheels staff will call the recipient's emergency contact to be sure that everything is OK.
- **DO NOT LEAVE THE MEAL!!** Give the meal to another person on your route. If it was your last delivery, taste the meal yourself. We know you may be hesitant to, but it gives us good feedback as to the quality of the meal.
- **DO NOT LEAVE THE MEAL WITH A NEIGHBOR**—A recipient may leave a note requesting you leave the meal with a neighbor or that you leave the meal in the refrigerator. **You are not allowed to do that.**

REASONS:

- Our policy states that we need to know that the person is all right.
- If we leave the meal ASSUMING that the person is all right and we later learn that he/she was in trouble, we have neglected to help that person at the earliest possible time.
- The people we serve are at HIGH RISK. They have little resistance to possible contamination of food left out too long.

WE CANNOT STRESS THIS ENOUGH! DO NOT LEAVE THE MEAL IF NO ONE IS AT HOME, EVEN IF THEY'VE LEFT A NOTE.



Kitchen Aide

Volunteer Position Description

Mission: Combat hunger, loneliness and isolation on those citizens living in Pickens County and to provide a lifeline through the use of caring volunteers.

Position: Kitchen Aide

Hours Needed: 9AM-11AM or 12:30PM – 2:30PM - Monday-Friday

Reports to: Nutrition Coordinator

Purpose: Assist with kitchen duties in preparation of home delivered meals and congregate dining meals

Responsibilities:

- Assist as needed in preparation, serving and packaging of meals.
 - Package hot or cold meals
 - Bag bread
 - Package fruit and salads for route drivers
 - Count and package milk and juice for route drivers
 - Assist with meal preparation based on ability.
- Assist in general kitchen cleaning duties as needed.
- Prepare dining area for meal service.
- Welcome and assist clients, volunteers and the public at the center.
- Clean-up meal area and all tables and chairs.

Qualifications:

- Complete application and background check process.
- Must be able to stand for up to 2 hours.
- Must be able to lift up to 20 pounds
- Must be able follow direction, and complete repetitive tasks with minimal supervision.
- Must be able to read, write legibly and have basic math skills such as counting addition and subtraction.
- Be dependable.
- Maintain confidentiality.



Employee/Volunteer Health and Kitchen Dress Code Policy

The older adults we serve are considered a Highly Susceptible Population (HSP) for foodborne and other illnesses. Pickens County Meals on Wheels (PCMOW) staff and volunteers must take the needed precautions to prevent the spread of infectious pathogens and viruses to this vulnerable group of people.

- Do not come to work or volunteer in the kitchen if you are experiencing vomiting, diarrhea, jaundice, or sore throat with fever.
- All employees and volunteers must be properly trained in food safety as it relates to their duties and use additional safeguards required for working with a HSP.
- Employees and volunteers must follow good hygienic practices, report the onset of illness symptoms, and ensure no bare hand contact with Ready To Eat (RTE) food.
- Ensure that employees have access to facilities that are well-maintained, and have the necessary supplies available to follow proper hygienic practices.

What can food employees/volunteers do to help prevent the spread of disease in a food establishment that serves an HSP?

- Comply with meeting reporting requirements and informing their manager if they are experiencing vomiting, diarrhea, jaundice, and/or sore throat with fever. Employees and volunteers must notify the Nutrition Coordinator or PCMOW Executive Director if they have been diagnosed with or have been in close contact with someone diagnosed with:

- Norovirus
- Hepatitis A virus
- Shigella
- E-coli
- Salmonella

Employees/Volunteers may not return to work until they have been symptom and fever-free for 24 hours.

- Keep hands and arms clean.
- Follow proper handwashing procedures.
- Wash hands as required using designated handwashing sinks only.
- Maintain trimmed fingernails. Edges and surfaces should be smooth and cleanable.
- Do not wear jewelry on hands and arms except for a plain ring, like a wedding band.
- Use single-use gloves for one task. If the gloves are damaged or soiled or when interruptions occur in the process, they must be discarded.

- Do not touch Ready to Eat (RTE) foods with bare hands, and minimize bare hand contact with exposed food that is not RTE.
- Do not use a utensil more than once to taste food that is to be served.
- Wear clean clothes and hair restraints. No shorts, tank tops, or sandals are allowed in the kitchen. Closed toe, slip resistant shoes are required. Restrained hair may be covered using a hairnet or cap.
- Do not work with exposed food if experiencing persistent sneezing, coughing, or a runny nose or discharge from eyes, nose, or mouth.
- Eat and drink in designated areas to avoid the contamination of exposed food, food equipment, utensils, linen, and unwrapped single-service and single-use items or items that require protection. Drink from a closed beverage container, and handle the container properly to prevent the contamination of hands and the container, exposed food, or other articles in the food establishment.



Activities Assistant Volunteer Position Description

Mission: Combat hunger, loneliness and isolation on those citizens living in Pickens County and to provide a lifeline through the use of caring volunteers

Position: Senior Center Activities Assistant

Hours Needed: 8:00 AM—12:00 PM—Hours scheduled according to your availability, Monday-Friday

Reports to: Program Coordinator

Purpose: Assist with activities and educational sessions for senior adults attending the senior center

Responsibilities:

- Plan and implement activities for senior adult center
- Engage senior adults in activities
- Plan and/or lead sessions on topics such as nutrition, health, fitness, senior safety, etc. for senior adults
- Plan and implement seasonal/holiday celebrations for senior adults
- Assist Program Coordinator as needed

Qualifications:

- Complete application
- Must be able to lift up to 20 pounds
- Must be able to follow direction and complete repetitive tasks with minimal supervision
- Be dependable
- Maintain confidentiality



Volunteer Application

Pickens County Meals on Wheels

349 Edgemont Avenue Liberty SC 29657

864.855.3770

www.pcmow.org

Thank you for your interest in volunteering! Please complete this form and return it to our office. You will be contacted to talk more about your availability and to schedule volunteer training.

Date Applied:	
Contact Information	
Name	
Street Address	
City, ST, Zip Code	
Phone Numbers	(H) (C) (W)
Email Address	
Employer	
Birthday	
Gender	Male / Female
Church Affiliation	
How did you hear about PCMOW	

Person to Notify in Case of Emergency

Name	
Street Address	
City ST ZIP Code	
Phone Numbers	(H) (C) (W)
Email Address	

Driver's Only In the last ten years have you had a DUI or DWI?

Driver's Only Please attach a copy of your Driver's License and Insurance card to this application.

Availability

What days are you available for volunteering?

____Monday ____Tuesday ____Wednesday ____Thursday ____Friday

Interests

Tell us in which areas you are interested in volunteering

Driver to Deliver Food Kitchen Help Events/Activities Office/Clerical Fundraising
 Special Projects Photography Scrapbooking

References - Please list two references who know of your character and are not related to you

Name _____ Phone _____ Email _____

Name _____ Phone _____ Email _____

Special Skills or Qualifications

Summarize special skills and qualifications you have acquired from employment, previous volunteer work, or through other activities, including hobbies or sports that you would be willing to share.

Previous Volunteer Experience –Summarize your previous volunteer experience.

Agreement and Signature

By submitting this application, I affirm that the facts set forth in it are true and complete. I understand that if I am accepted as a volunteer, any false statements, omissions, or other misrepresentations made by me on this application may result in my dismissal.

Name (printed)	
Signature / Date	

Our Policy

It is the policy of this organization to provide equal opportunities without regard to race, color, religion, national origin, gender, sexual preference, age, or disability.

Photo Release

I hereby authorize Pickens County Meals on Wheels to release any photographs taken of me for any purpose related to the promotion and well-being of Pickens County Meals on Wheels including, but not limited to newspapers, magazines, presentations and television.

Signed: _____ Dated: _____

**Thank you for completing this application form and for your interest in
volunteering with Meals on Wheels.**



Acknowledgement of Receipt of Volunteer Packet/Handbook

I have received the volunteer packet with the handbook included. I understand that the information given reflects the Organization's mission and guidelines. I understand the information and will comply with the policy and recommendations outlined.

I understand that it is my responsibility to read and familiarize myself with the contents of the packet and handbook.

Signature _____

Date _____

Printed Name _____