



# Meals on Wheels

## Volunteer Information

**Welcome and Thank you** for your volunteer commitment to OPC Meals on Wheels! You are a vital link to this program and you'll discover that many of the clients look forward to your visit as much as they do to receiving the hot meal. You're providing the peace of mind for the client's relatives and concerned friends knowing you are checking on the well-being of their loved one. You make a difference!

### Meals on Wheels Program Overview

- Since the early 1980's the Older Persons Commission (OPC) has been operating the home delivered and congregate (dining-in) meal program for Northeast Oakland County; Rochester, Rochester Hills, Oakland Township, Auburn Hills, Addison, Brandon, Lake Orion, Oxford and Independence Township.
- Funding for this program originates from the federal government office of the Administration of Community Living, to the Michigan Office of Services to the Aging (OSA) and is passed through the Area Agency on Aging 1-B (AAA 1-B) to the OPC Meals on Wheels program.
- Homebound Seniors aged 60 and over receive a daily meal that is designed to meet one third of their daily nutrition requirements. Some individuals may receive a 2<sup>nd</sup> meal based on their nutritional needs. Clients are invoiced monthly for the suggested donation of \$3.50 per meal paid directly to OPC MOW.
- OPC, Auburn Hills, Lake Orion and Brandon offer a noon time congregate meal in conjunction with social, recreational, and educational activities at these senior centers. These meals provide an opportunity for socialization so important for older adults. For individuals 60 & over - \$3 suggested donation and under 60 pay a \$4 charge.
- Menus for both congregate and home delivered meals have been nutritionally approved by the Area Agency on Aging 1-B.

### Meal Delivery

A Meals on Wheels driver delivers hot meals Monday through Friday to homebound seniors in the community. Meals are picked up by **11 a.m.** and delivered by **1 p.m.** The OPC provides coolers, route sheets and any other documents that may need to be distributed. It's important to keep the hot food hot and cold food cold.

- If you are unable to deliver on your scheduled day, please let the MOW volunteer manager know as soon as possible so a replacement can be assigned at 248-608-0281.
- When picking up the coolers, always check to make certain you have the correct number of hot meals and cold bags by **referencing the route sheet** before leaving the OPC.
- When you arrive at the client's home, follow any special instructions on the route sheet and knock loudly on the door. Many clients walk slowly so wait a reasonable length of time before leaving.
- If a client is not home at the time of delivery, **DO NOT** leave the meal. Call the MOW program assistant at 248-608-0264. You are allowed to give the undelivered meal to another client on the route.
- In addition to delivering the hot meal, this is an opportunity to provide a wellness check. A short conversation with the client will enable you to evaluate if the client is well or may need any additional assistance. If there is any unusual situation at the client's home, call the MOW program assistant immediately at 248-608-0264. The clerk will immediately contact the MOW clients' emergency contact.

- If there is an emergency, please call 9-1-1 and then Meals on Wheels @ 248-608-0264. Do not attempt to move the client. Please stay with the client until emergency personnel arrives.
- After delivering your meals, return the coolers to the OPC. Please include the route sheet so they can be shredded.

### **Important Tips to Remember When Working with Seniors**

- Address the senior with appropriate titles, such as Miss, Ms., Mrs., Mr., or Dr., until the senior tells you their preferred title.
- Walk and/or work with the senior at his/her pace.
- Speak loud enough to be heard and directly in front of the senior.
- Good listening skills are beneficial to the senior and volunteer.
- Remember that you bring the outside world to a person who is homebound. Try to focus on the positive aspects of our world.
- Understand that seniors may be grieving a number of losses. Let them share their feelings about giving up driving, friends entering nursing homes or passing away, or their own changing health.

### **Volunteer Requirements**

- Complete a volunteer application and sign a Code of Conduct.
- Must have a valid driver's license and vehicle insurance at all times. Must be 18 to drive.
- Clients are to restrain all pets. If the pet is not restrained you are not required to deliver the meal and call 248-608-0264 immediately to report the incident.
- No solicitation is allowed to buy or sell anything to clients or staff.
- Please be respectful of client confidentiality and avoid use of client's information when you are not volunteering for Meals on Wheels.
- If a client gives you a donation, please be sure to remit that donation to the MOW volunteer manager.
- We expect our volunteers to practice good personal hygiene. You are encouraged to carry hand sanitizer to use between deliveries.
- Wear clean clothing that is casual and appropriate for the nature of this position.

### **Income Tax Deduction for Mileage**

The miles driven while delivering meals can be treated as a charitable contribution on your income tax return. Keep a record of all mileage incurred while delivering meals for your tax records.

### **Weather Closures**

OPC determines its own weather-related closures and does not follow the Rochester school system so even if Rochester schools are closed the OPC may still be open and meals will be delivered. An OPC Staff member will contact the drivers only if the meal delivery is being cancelled.

For closure notifications and updates go to:

- OPC Website: [www.opcseniorcenter.org](http://www.opcseniorcenter.org)
- Local TV News: OPC will be included on the SE MI School Closing listing
- Members and volunteers may receive an automated phone call

### **Parking and Transportation**

Meals on Wheels volunteers should follow the blue signs in the upper parking lot directing them to the Meals on Wheels pick up area on the east side of the building.