

GALVESTON ISLAND MEALS ON WHEELS INC.

VOLUNTEER APPLICATION FORM

Date of application: _____

Name: _____

Address: _____

Contact phone: Home _____ Cell _____
Work _____

E-mail address: _____

Are you volunteering as part of a church or group organization? **Yes** **No**

If so, name of church or organization: _____

Contact phone: _____

I would like to volunteer on a regular basis: **Yes** **No**

I would like to volunteer as a substitute: **Yes** **No** **I am flexible**

How did you hear about GIMOW? _____

Current Texas driver's license # _____

I maintain current automobile insurance: **Yes** **No**

Name of Insurance company: _____

Have you been convicted of a felony in the past 5 years: **Yes** **No**

I give permission for GIMOW to perform a background check: **Yes** **No**

I have read and agree to abide by "The Volunteer Guidelines", and have answered all of the above questions truthfully: **Yes** **No**

Signature of applicant: _____ Date: _____

Oriented by: _____ Date: _____

Additional information or notes: _____

GIMOW Volunteer Guidelines 2018

Galveston Island Meals on Wheels Inc. (GIMOW)

2803 53rd St Galveston Texas 77551

409-744-2668

GIMOW MISSION STATEMENT

Our mission is to deliver hot, nutritious meals Monday through Friday, to the homebound citizens of Galveston who cannot adequately prepare their own meals because of illness, physical disability, or age.

*Important GIMOW Contact Information:

The Office Manager is **Linda Sanchez**. The Volunteer Coordinator is: Nella Gambrell

Office phone # 409-744-2668 **It is a good idea to enter this phone # in your cell phone**

The office is open Monday – Friday from 9:00 AM – 1:00 PM

-**Mary Viegas** is the "Volunteer Orientation" person, and a GIMOW board member. She can be reached at 409-771-0844. You will have a brief orientation before you begin delivering meals to clients.

-Always have the office # available so you can call if you have *any* questions or to report a problem.

-**Reverend Ray Pinard** is the Executive Director of GIMOW. If you ever have any concerns, problems or suggestions, you can always contact him @ 409-789-0841

Important Information:

-**You *must* maintain a current Texas driver's license and auto insurance to volunteer for GIMOW.**

-It is essential to keep GIMOW updated with your current phone #'s, address, and e-mail address.

Notify the office staff promptly if there are any changes

Your Delivery Route:

- **GIMOW MEALS ARE DELIVERED ON ALL HOLIDAYS** if they happen to fall on a week day

-**ALWAYS** wear your yellow & black GIMOW badge while delivering meals so that you are clearly identified by our clients as a volunteer. Disposable stickers are available if you forget your badge.

-**Pick up your meals between 11AM and 12 Noon**

-**Enter** via the Moody Methodist Church at the Avenue U entrance

-**Sign** the "Daily Volunteer Sign-in Sheet" upon arrival before you pick up your box of meals

-***Always review your route sheet** for the total # of meals you will need, and count the # of meals in the box to make sure it matches, as your route sheet can change from day to day. Also check your route sheet for accuracy and noted changes, and report any needed corrections or information to the office.

-**Notify** the office immediately of any clients on your route that were not home to accept their meal. The office needs to keep track of this to follow up on client's safety, and for billing purposes.

-**Notify** the office if you encounter *any* problems on your delivery route, or trouble finding an address.

-***Shred** or destroy route sheets after your delivery is complete, to protect clients personal information.

-**We** understand that our volunteers become very attached to the people they deliver to, but sometimes changes to routes must take place as new clients are added.

-**If** a client asks questions regarding their lunches or payment, have them contact the office. Do not accept money from clients for payment of their meals.

- **Before** you go on your first route, you might want to ride with an established volunteer to observe.

VOLUNTEER SAFETY:

- Always** be aware of your surroundings
- Keep** your car doors locked, and keys in hand
- Keep** your cell phone within easy reach
- Dress** comfortably and modestly, wear sturdy walking shoes
- Report** ANY unsafe situations or conditions to the office
- Keep** a map of Galveston in your car
- NEVER** get out of your car to deliver a meal if you feel it is not safe! Report it to the office

CLIENT CONFIDENTIALITY:

Always be mindful of the confidential nature of client information, which must be adhered to for the protection of all clients, volunteers and The GIMOW Program. Always destroy route sheets after delivery, and never discuss or reveal client names, addresses or personal information to anyone outside of GIMOW staff or fellow volunteers.

VOLUNTEER'S RIGHTS: GIMOW volunteers have the right:

- to be happy and enjoy their delivery route
- to be supported by the GIMOW staff members, Board of Directors and fellow volunteers
- to be fully informed of GIMOW's expectations and policies
- to be appreciated for their commitment and dedication to providing meals to the homebound

RESIGNATION:

GIMOW sincerely hopes you enjoy volunteering, but if you can no longer continue volunteering, please notify the office staff as soon as possible. We truly appreciate your service.

GRIEVANCE GUIDELINES:

Volunteers are encouraged to voice any concerns, complaints or suggestions to the office staff, Reverend Ray Pinard (GIMOW Executive Director), or any of the GIMOW Board of Directors. Prompt and confidential attention will be given to resolve any problems or concerns you might have.

CODE OF ETHICS:

- I realize I am subject to a code of ethics similar to that of any volunteer or professional organization
- I assume the responsibility and accountability to deliver meals properly, and in a timely manner
- I am aware that all and any information pertaining to GIMOW clients is confidential.
- I am aware that there is no monetary compensation in this volunteer position, but having been accepted as a worker, I will perform my duties according to standards set in these guidelines.
- I will not promote or try to sell any products, items, services or beliefs to any GIMOW clients.

PROHIBITED ACTIVITIES:

- GIMOW prohibits the acceptance of money or gifts from clients
- GIMOW does not advocate giving money or gifts to clients. Notify the office if you think a client is in need of any particular item. Examples: fans, blankets, clothes, shoes etc.
- Do not act as nurse, doctor, lawyer, social worker, or pastor. Notify the office if you think a client is in need of any of these services.
- DO NOT sell items or offer services to clients for personal gain or otherwise. **This is strictly ENFORCED.**