

Mobile Meals Volunteer Handbook 2020

Welcome: Volunteers are a crucial component in a quality home delivered meal system. You serve as the pillars for Mobile Meals of La Crosse. Clients look forward to your visit as much as they do receiving their meal because your visit may be the only human contact the client has that day. In addition, relatives and friends of the clients will have peace of mind knowing you are checking on the well-being of their loved one.

Mobile Meals of

La Crosse thanks you for your commitment to help others, especially those most vulnerable, by becoming a volunteer. You are making a difference!

Mission: To serve those in need, including seniors, disabled, or home-bound individuals, a healthy nutritious meal.

Agency Profile: Mobile Meals of La Crosse, established in 1971, is a non-profit organization located in La Crosse, Wisconsin. Annually over 30,000 meals are delivered to individuals within the La Crosse area. Deliveries are made 365 days a year including holidays. Currently we deliver 5 routes daily which includes 65-75 meals. All meals are prepared at Mayo Clinic Health System in La Crosse by a professional cooking staff in accordance with current healthy meal guidelines and sensitivity to certain diet restrictions. In addition to our Mayo partnership, Mobile Meals of La Crosse partners with Inclusa, Care Wisconsin, Iris, and Great Rivers United Way to provide essential funding for those clients most in need of financial assistance. Mobile Meals successfully provides high quality services based upon three crucial components.

1. Dedicated and selfless volunteers...Mobile Meals is dependent on over 300 individuals from 24 community agencies and churches who volunteer over 36,000 hours a year.
2. Partnership with Mayo Clinic Health System of La Crosse
3. Compassionate and dedicated Board of Directors consisting of 10 community leaders with years of non-profit experience.

Services: Nutritionally balanced home delivered meals are prepared at Mayo Clinic Health System of La Crosse 7 days a week, 365 days a year. We provide meals low in sodium and carbohydrates. Each client can receive up to two meals per day and are delivered by volunteers between 11:00-12:00.

Hot meals consist of an entree, hot vegetable, milk, and bread at a cost of \$4.25 per day.

Cold meals are delivered at the same time as the hot meal. They consist of a sandwich, fruit and/or salad and are an additional \$1.25

Financial assistance is available based upon the Federal Poverty Level and all residents of La Crosse and surrounding townships are eligible for meal delivery. Referrals are taken by phone or email and can be initiated by family, friends, health professionals, social service agencies, as well as the client him/herself. Services can generally begin the next day.

Phone numbers: 608-784-4623 (Weekdays)
608-799-8962 (Weekends)
Email: Lacrossemobilemeals@gmail.com

Policies:

- **Confidentiality:** The clients that Mobile Meals serves have the right to privacy and confidentiality and their personal information is always protected. Volunteers have a special obligation to maintain the confidentiality of information they might learn from a client and to protect that person's privacy. The only time it is appropriate to break confidentiality if:
 1. a client is in danger or putting someone else in danger,
 2. a client is being abused, neglected, or exploited and if
 3. a court of law orders disclosure.

We understand that volunteers will likely discuss their volunteer activities with family or friends. In these cases, maintaining the client's confidentiality and privacy is of utmost importance and the client's name or other personal details should never be shared. This would include not sharing information or pictures on social media sites.

- **Criminal Background Checks:** Mobile Meals of La Crosse is committed to the safety of our clients, its volunteers and the organization from claims of abuse, allegations of wrong-doing, and other potential risks by taking preventative measures in screening volunteers. While criminal background checks are not required for all volunteers, we strongly recommend all of our partner organizations to screen their volunteers. This can be accomplished by the volunteer coordinators personally vetting the volunteers they recruit. Criminal background checks will be conducted on all Mobile Meal employees.

- **Volunteer Code of Conduct:** All volunteers shall adhere to the Mobile Meals Volunteer Handbook, and comply with all responsibilities listed below, conducting themselves in a professional and courteous manner.

Responsibilities/Procedures:

1. If you must miss an assigned delivery day because of illness or an unexpected conflict, please contact the Mobile Meal office (608-784-4623/608-799-8962) immediately so that we can find a substitute driver.

2. Arrive at Mayo Clinic Health System by 10:45 to pick up meals. There will be a hot carrier, a cold cooler and a clipboard for your specific route. Sign the clipboard for your assigned route.
3. Keep the meal containers as level as possible and leave the meals in the proper carriers to control the temperature of the food.
4. The clipboard will hold a sheet for each client. Each client is assigned a number on the delivery sheet. Generally, each recipient receives both a cold meal and a hot meal, unless otherwise noted on the sheet. Please match the numbers correctly. It is important as recipients may have dietary restrictions.
5. There is also a route map. (Mapquest) included inside the clipboard.
6. When you arrive at the client's home, follow any special delivery instructions on the route sheet. Knock on the door or ring the doorbell and wait a reasonable amount of time. Do not enter without their permission. If the instructions allow you to enter the home, announce your arrival... "Mobile Meals." If the client does not answer after repeated tries, follow the following steps:
 - Look for a cooler outside the door. We require clients to provide a cooler in the case they are not home. Do not leave meals on the porch without a cooler.
 - Call the client or contact person using the number on the route sheet.
 - Return meal to Mobile Meals with a note on the route sheet indicating that there was no answer. A contact person for your client will be notified.
7. Greet the client by name in a friendly manner. If the client needs assistance due to poor mobility, eyesight, or hearing you may want to offer to carry the meal to the table or assist them in any reasonable way. You are not allowed to dispense any medication.
8. Once the meal is delivered, please initial and indicate the time of delivery.
9. If a client exhibits challenging behaviors, diffuse the situation by listening while continuing to be friendly and courteous. Assure them that you will address the problem by contacting the Mobile Meals office. The Mobile Meal office will follow-up appropriately.
10. In case of a medical emergency, DO NOT attempt to move the client. Call 911 and then the Mobile Meals office (608-784-4623/608-799-8962) to report the situation.
11. If you suspect that a client is being abused, neglected or exploited, contact Adult Protective Services at La Crosse County (608-785-5700) Contact the Mobile Meals office to report the referral. Abuse can occur in several forms: physical, emotional and sexual. There is also neglect by a caregiver or self-neglect when a person is unable to provide for their own food, shelter, clothing or medical care. Financial exploitation is also a form of abuse and occurs when there is misuse of a person's funds. You can be assured that throughout this process, your information will be kept confidential. Your concerns will be reviewed and a case worker will be assigned to follow up on the information. As a reporter, you are generally not able to receive detailed

information regarding the outcome of the investigation. You can be assured that someone has responded to your concerns.

Client's Rights: Mobile Meals is a service provided through Mayo Clinic Health System of La Crosse. Clients should expect a healthy meal (or 2 meals depending on the meal plan of their choice) delivered in a timely manner (by noon) by courteous and professional volunteers. If a client is not satisfied with the meals, the plan they have chosen or the volunteers, they should contact the Mobile Meal office immediately. Note that while meals are balanced and every effort is made to accommodate dietary restrictions, Mayo does not have the capacity to prepare individual meals solely based upon the likes and dislikes of the client. Clients are given an annual calendar and menu to be aware of Mayo's meal preparation. If a client does not like the meal that is being prepared for a particular day, they have the right to cancel or to call the day before and receive 2 meals for that day.