

2002-2003 CDBG/HOME APPLICANT QUESTIONS AND RESPONSES

Name of Organization: People Resources, Inc.

Project Title: Elderly Nutrition Program

- 1) Do the volunteers and staff delivering the meals follow a protocol to check on the well being of the homebound residents? What happens in the cases of a client needing assistance? Do the staff/volunteers intervene?**

The volunteers and staff who deliver the meals are providing a valuable service of checking the well-being of the seniors daily. Each person who delivers Meals on Wheels is required to see the senior and make sure they are doing well. The seniors appreciate seeing a friendly face and for some shut-ins, it may be the only person they see all day. Regular volunteers are also trained to observe any changes they notice in the senior's health, behavior, mental status, or otherwise and report that to the Home Delivered Meals Coordinator or the Site Manager. If there is a serious change or a declining trend then a staff person can make an appropriate decision to contact the senior or their family. The Home Delivered Meals Coordinator can also help make referrals if the senior needs help locating other kinds of services.

If a senior does not answer the door for their meal delivery a staff person always follows up with a phone call and re-delivers the meal if possible. If we cannot contact the senior a staff person may call the emergency contact person kept on file to verify that the senior is not in need of help or medical attention inside their home. If necessary when the safety of a senior cannot be otherwise confirmed, the police are called to check on the welfare the senior.

If the volunteer finds the senior in any kind of medical distress they are advised to use common sense and call 911 immediately if needed. They are also asked to contact the office so a staff person can come to the scene or make other phone calls as necessary. Volunteers are asked not to pick up anyone who may have fallen as it could aggravate their injury. They are advised to make the senior as comfortable as possible until paramedics arrive.

A more detailed response to your question can be found in our Volunteer Handbook which is attached. Please refer to DRIVER/RUNNER GUIDE on page 3, items 24 and 25 on page 6, and page 7 in its entirety for more information.

WELCOME TO THE GREATEST VOLUNTEER JOB IN TOWN!

Welcome and thank you for becoming a volunteer for the Elderly Nutrition Meals on Wheels Program. Our homebound recipients benefit immensely from the nutritious meal and the friendly, caring contact you bring to them through your volunteer efforts.

By sharing your time, talents and interest, you are giving a very valuable service to those individuals in our community who need our help. Without your volunteer service, this vital program would not exist. Volunteers do **MAKE A DIFFERENCE** in Yolo County.

Because we go into the homes of the disabled and elderly, it is important that all our volunteers are aware of the policies and standards of our program. Please read this booklet through entirely.

The success of the Meals on Wheels program is dependent upon the reliability, promptness, efficiency, and friendliness of our wonderful volunteers. Thank you for your help.

MISSION STATEMENT

Through improved nutritional status and social interaction, the Elderly Nutrition Program will provide nutritious home-delivered meals to those who are homebound, elderly, and disabled. We will seek to break the social isolation experienced by the homebound, by providing warm, caring, friendly contact through our volunteers.

SOME FACTS . . .

WHO CAN RECEIVE MEALS?

To receive Meals on Wheels, a person must be:

1. Homebound - Needs assistance to leave the home.
2. Have a physical, mental, or emotional disability that prohibits cooking a balanced meal.
3. Have no one to assist with meal preparation.

WHAT KINDS OF MEALS DO WE SERVE?

Each meal is planned by a dietitian and contains:

a meat entree
a serving of vegetables
a serving of starch
bread
fruit/dessert
milk

WHEN ARE MEALS DELIVERED?

Meals are provided each weekday, except holidays. Frozen meals are offered to recipients in advance for the holidays. Meals are delivered to homebound clients on a regular schedule between 11:00am and 12:30pm.

WHAT IS THE MEAL COST?

We encourage recipients to contribute what they can toward the cost of their meal. The actual cost to prepare and serve a meal is \$4.89. The suggested donation is \$2.00 per meal. Donations are made in accordance with their budgets and vary with each recipient. No senior who meets the age criteria, is denied participation in the program for inability to pay. Guests (disabled, under age 60) are required to pay \$5.00 per meal.

WHAT IS OUR SERVICE AREA?

Currently, the Elderly Nutrition Program serves the people who reside in Davis, Esparto, Winters, Woodland, West Sacramento, and Knights Landing.

HOW IS THE PROGRAM FUNDED?

The Elderly Nutrition Program is primarily funded by government sources. Other funding is comprised of recipient donations, volunteer and facility support, and fund raising events.

GENERAL NOTES FOR VOLUNTEERS

The success of Meals on Wheels is dependent upon the reliability and punctuality of our volunteers. Here are some important things to help you.

- Mark your calendar for each day you are scheduled to work. Remember people are depending on you.
- If you are scheduled to volunteer on a holiday, please check with the volunteer coordinator or site manager to confirm if meals will be served that day.
- If you cannot fulfill your obligation to volunteer, phone the site/office as soon as possible so a substitute can be found, preferably the day before. You may leave a message on the answering machine if you call after hours.
- Be on time. We are depending on you!
- Sign the volunteer hour sheet each time you volunteer. We keep track of volunteer hours

and want to give you the correct amount of credit for your volunteer service.

DRIVER/RUNNER GUIDE

As a driver/runner, you will serve a hot meal to homebound, disabled, elderly people in your community. Your knock on their door shows them you care.

Although your primary function is to deliver a hot meal, you wear a variety of hats--greeter, observer, liaison, and sometimes life saver. It is you, the deliverer, who has daily contact with the recipients.

As Agreeter@ you wear a warm friendly smile. Call each recipient by name and introduce yourself. Be cheerful and patient. Exchange a few words while setting down their lunch. Remember, you may be the only person they see for the next twenty-four hours.

As an Aobserver@ you may notice a change in health behavior, mental clarity or physical appearance. The house may be in unusual disorder. You may detect strong odors. Report any out of the ordinary situations or sightings to the Site Manager or Home Delivered Meal Coordinator.

As Aliaison@ you report any comments or complaints. You are the bond between our recipients and Meals on Wheels.

As Alife saver@ an emergency may arise. If you find one of our recipients in distress, call the nutrition site from where you deliver the meals from and call 911. Use common sense on whom to call first!

REQUIREMENTS/NOTES FOR DRIVERS

1. All drivers must carry a valid drivers license when driving.
2. You must have auto insurance when driving your own car.
3. All drivers must agree to a DMV check
4. Local and state traffic laws must be followed at all times.
5. Report any accidents to main office in Woodland as soon as possible.
6. The driver is responsible for any tickets that may occur while delivering meals (parking or otherwise).
7. Gasoline reimbursement is available if requested.
8. Your vehicle must be clean. Health and sanitary conditions are important-- pets, pet hair, smoking, or any other contaminants are not permitted.
9. Please try to park legally and lock your car while delivering.
10. Do not let runner off on the traffic side of car.
11. Post the Meals on Wheels plastic window sign in clear view to identify your vehicle.
12. Whenever driving agency vehicles, notify office of any problems (i.e. running condition, fuel level, etc.)
13. Always lock agency vehicles when not in use, close windows and return keys.

PROCEDURES FOR MEAL DELIVERY

Let's start at the beginning. Now that you have committed yourself to the Elderly Nutrition Program for one day a week, or on a substitute basis, it is important you know the rules.

1. Mark your calendar for the days you have volunteered.
2. Arrive at the _____ site by _____ a.m. If you are running late, call the office so we don't search for a substitute.
3. You have been assigned a route number. You will leave with two types of meal containers. Each container will have your route number on the outside. One container (insulated bag) is filled with aluminum and plastic trays of hot food. The other container (ice chest) has plastic bags filled with cold food and individual cartons of milk or juice. You will also take a laundry basket or large garbage bag to place yesterday's plastic trays in.
4. You also will be given a clipboard with your route sheet. Before leaving the office, check the route sheet and read it thoroughly. Acquaint yourself with the addresses noting any changes, deletions, or additions. Sign in on the volunteer hour sheet. Record Atime left@ on top of route sheet.
5. Some houses will not have identifying numbers. If you cannot locate a stop, be sure you have the correct address (Drive, Avenue, Place, or Street). Refer to your map on the clipboard. Call the site/office if you cannot locate an address.
6. The route sheet gives information on the type of meal to be delivered - plastic or foil, and any special instructions. Remember, each person receives two things: one hot tray and one cold pack.
7. After removing the hot tray and cold pack from the containers, close the lids immediately. This helps retain appropriate food temperature. Bacteria form when food is not properly stored and may lead to food poisoning.
8. Be sure to knock on the door extra loud and wait an extra amount of time, in the event the person is hard of hearing or takes awhile to get to the door.
9. If a recipient has a question about their meal being late, please let them know that we do the best we can and that we do not consider the meal Alate@ until one hour after their usual delivery time.
10. NEVER LEAVE A MEAL AT A HOUSE WHEN NO ONE IS THERE. DO NOT LEAVE THE FOOD, EVEN IF THEY LEAVE A NOTE TELLING YOU TO DO SO. Do leave a ASorry we missed you@ door knob tag. Meals on Wheels is responsible for the food that is delivered and we can be held liable for food left on porches or in boxes, etc., that may spoil (especially on extreme temperature days). Meals must be delivered within 2 hours of preparation

to avoid spoilage. Bring all meals back to the office and notify a staff member of anyone who was not at home.

11. Collect a plastic tray from previous day=s meal and place in a laundry basket or the large garbage bag in the car. When you see a red AX@ marked from a previous day, make sure to ask the recipient for the extra tray that was not returned.

12. We encourage you to take a moment to visit with the seniors you are serving. The opportunity to chat with you is almost as important as the meal itself. Be friendly, show concern and support, but do not make promises you cannot fulfill.

13. If there are one or two persons who you know like to talk with you, then you may wish to deliver to them last on your route. This will enable you to visit without the pressure to hurry to complete the other deliveries.

14. Route sheets need to be checked when a meal is delivered. Place an AX@ next to the recipient=s name, on the day a meal is delivered. Whenever an empty plastic tray is not returned, but the meal is delivered, mark the AX@ in red pencil. Please circle the X when a donation is received. Please place a A=@ when the recipient isn=t home and hang a door knob tag.

15. Recipients are encouraged to donate money toward the cost of their meals. While this is not a requirement for service, most people wish to pay something for their food. We have a suggested donation of \$2.00 per meal. All contributions are confidential. Some participants pay daily. Others pay weekly or monthly. Some mail checks directly to the main office in Woodland. Collect any envelopes you receive, put their name on it and bring them back to the site office. Thank them for their donation.

16. Taking meal temperatures is very important. We are required by the Yolo County Health Department to maintain a cold temperature of 40 degrees or less and a hot temperature of 140 degrees or more for the last meal served. Two thermometers are assigned to each route. The hot thermometer is already inserted into the last meal you are to serve (foil tray). The delivery container with the last meal in a foil tray, should be marked with tape and a *. Pull meals from this container last. Always place one plastic tray over the foil tray (with the thermometer in it) so as to keep the heat in, on top of the foil tray. The cold thermometer is already inserted into a water bottle in a corner of the ice chest. On days when the main dish is a cold meal (salad or sandwich) the thermometer will still be inserted in foil tray and the temperature should be recorded in the hot box on route sheet. Read the thermometers while they are inserted in the food and water bottle. **DO NOT REMOVE THE THERMOMETER UNTIL YOU HAVE TAKEN THE TEMPERATURE.** Record the cold and hot temperatures on the route sheet. Also at this time, record the time that the last meal was delivered.

17. If you find any mistakes in the routing directions, please let the site/office know. They must be correct for our substitute drivers who are not familiar with the route.

18. If a recipient wishes to cancel a meal or has other important information for us, have them call the nutrition site from where their meals are delivered.
19. Please feel free to ask about any person you have served or who is no longer on your delivery route.
20. If you have an auto emergency, a delay en route, or have questions while you are delivering, please call the site/office. The phone number is on your route sheet.
21. After completing your route, return to the nutrition site. Deposit your containers and give collected envelopes or money to the site manager. Report any necessary information to the staff, such as meals returned or unusual observations.
22. Please bring Ahot@ thermometer to the Site Manager and leave Acold@ thermometer in bottle in ice chest. The staff will wash and sanitize them.
23. Please respect the right to confidentiality of those who receive meals.
24. Make a mental note of anything unusual. (Has a family moved in, has their health improved or declined?, etc.)
25. If you sense that an individual needs some additional services, please inform the Site Manager or Home Delivered Meals Coordinator. Some services we can help a participant obtain include: visiting nurse, homemaker, home health care, friendly visitor, transportation services, In-Home Supportive Services, Social Security information, and many other resources.
26. Now you are free to go your merry way. Aren't you thankful you are a Meals on Wheels volunteer? Everyone needs assistance sometime, and you have made many people happy by your presence. You may be their only contact with the outside world. Thank you for your help!

REMINDER

IN AN EMERGENCY - USE COMMON SENSE.

Example: Mrs. Doe does not answer her door. The front door is locked. From a window you see her lying on the floor. Fortunately, you can gain entrance through a back door. Talk to Mrs. Doe quietly. Call 911 if you feel that she needs medical attention. Call the office and communicate the situation. Assure her that help is on the way. Ask her if she would like a blanket, some water, or a wet cloth to wash her face.

DO NOT PICK UP ANYONE WHO HAS FALLEN. YOU MAY ONLY AGGRAVATE THE INJURY AND BOTH YOU AND THE ELDERLY NUTRITION PROGRAM COULD BE HELD LIABLE.

CALL 911 OR THE SITE MANAGER .

DO NOT ADMINISTER ANY MEDICATION.

STAY WITH THE PARTICIPANT UNTIL PARAMEDICS, A RELATIVE, OR SOMEONE FROM THE OFFICE ARRIVES.

IF YOU FIND YOURSELF IN A SITUATION WHICH SEEMS THREATENING OR JEOPARDIZES YOUR SAFETY, DO NOT REMAIN IN THE AREA. USE COMMON SENSE.

THANK YOU.....

Thank you for your volunteer service. Your volunteer work enables our recipients to remain in their homes.

This service helps to prevent premature institutionalization of Yolo County, frail, elderly seniors.

You are truly **AMAKING A DIFFERENCE@** in our community.
THANK YOU!

The Staff and Board of Directors of
the Elderly Nutrition Program

The Elderly Nutrition Program in Yolo County

LOCATION:

Main Office/Central Kitchen
40 N. East St., Suite C
Woodland, Ca. 95776

Phone (530) 662-7035
Fax (530) 662-7097

NUTRITION SITES:

Davis (Davis Senior Center)
646 A Street

(530) 757-5696

Knights Landing (Knights Landing Community Center)
7th & Oak Grove Street

(530) 662-7035

West Sacramento (West Sacramento Senior Manor)
664 Cummins Way

(916) 373-5819

Winters (Winters Community Center)
201 Railroad Avenue

(530) 795-4241

Woodland (Woodland Senior Center)
630 Lincoln Avenue

(530) 661-5890