



## NorthWest Senior and Disability Services Nutrition Services

### Meals on Wheels Driver Volunteer

#### General Responsibilities & Duties

Meals on Wheels Drivers provide transportation for the delivery of meals to seniors and people with disabilities. They contribute the following duties and responsibilities:

- Package meals at mealsite during designated times (time to be determined by meal site coordinator).
- Transport meals and runner to consumers' homes via designated route. Meal "runners" ride along with volunteer drivers and help with navigation and with delivering meals to consumers' doors.
- Return all equipment and route sheet back to site at the end of volunteer shift.
- Observe consumers safety when delivering a meal and report any changes, concerns and observations with participants who are not home, are ill, or are having problems to Site Coordinator immediately.
- Return any received participant donations to locked donation box.
- Explain menu selections to participants, as needed.
- Notify the Site Coordinator of any problems or concerns.



#### Expectations & Special Requirements

- Courteous and friendly to all participants, volunteers, staff and visitors.
- Interest in working with seniors and adults with disabilities.
- Maintain a clean and neat appearance and follow program dress code.
- Must be in good health and physically capable of standing, walking and lifting.
- Must be at least 18 years of age or older, have a valid driver's license, and auto insurance.
- Ensure vehicle is in good repair with sufficient gas.
- Must pass an Oregon DHS background check as required by law.

#### Expectations & Special Requirements (Contd.)

- Knowledge of designated route and surrounding areas.
- Sign the in-kind volunteer work record with hours immediately after each shift.

- Provide advance notice if late or unable to volunteer on designated day.
- Must read, sign and follow NWSDS Volunteer Policies & Standards of Conduct.

## Boundaries

### **Volunteers should not do anything that goes beyond their Meals on Wheels**

**volunteer responsibilities.** Duties of a Meals on Wheels volunteer are limited to the above responsibilities. Volunteers must be able to maintain confidential information about meal participants. Personal things that are learned about participants must not be discussed with others.

A Meals on Wheels volunteer should **not**:

- Transport a consumer in any vehicle; this includes the volunteer and consumer's personal vehicle.
- Provide services that go beyond the volunteer's responsibilities.
- Run errand for the consumer or consumer's family members.
- Conduct any financial business for or on behalf of a consumer.
- Commit to any responsibilities regarding the consumer or the consumer's needs.
- Distribute literature which is not directed by the agency i.e. religious, political, business cards and other materials.
- Promote or engage in activities for self-gain i.e. receiving tips or gifts, buying or selling of products and/or services.
- Enter a consumer's home while not on delivery route (off duty).

## Supports Provided

- Orientation & training.
- Route details.
- Comfortable and safe environment.
- Check-ins and one-on-ones with volunteer coordinator or lead volunteers.
- Meals in the congregate mealsite dining room.

## Time Commitment

Approximately 1-3 hours per day, one or more days per week.