

GIMOW Volunteer Guidelines 2022

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:

Office phone # 409-744-2668 The office is open Monday – Friday from 9:00 AM – 1:00 PM

Office email address: galvestonmealsonwheels@gmail.com

The Volunteer Coordinator is **Nella Gambrell** : Her **Cell phone # 713-822-6613** *Please enter both phone numbers in your cell phone*

The Office Manager is **Linda Sanchez**.

-**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 # handy so you can call if you have *any* questions or to report a problem.

-**Lauren Suderman Millo** is the Executive Director of GIMOW. If you ever have any questions, concerns, problems or suggestions, you can always contact her at 281-881-5952 or laurensuderman@gmail.com

Very Important Information:

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

It is essential to notify the office promptly if there are any changes in your driver’s license status

-Please keep the office updated with changes to your phone #'s, address, and e-mail address.

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.

- **If** you are approached on your route about an individual who may be in need of GIMOW assistance, direct them to contact the GIMOW office for more information, or provide GIMOW the contact information of the individual.

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

Greetings:

☺ SMILE! ☺ SMILE! ☺ SMILE! ☺

- Allow** plenty of time for your clients to answer the door. Be patient, as they may have difficulty walking or hearing. You might need to ring the bell or knock more than once.
- If** nobody comes to the door, try calling their contact phone #
- Introduce yourself** to each new client on your delivery route
- Always identify yourself** when a client comes to the door: Example: "Hello Mr. Smith, it's Joe with Meals on Wheels. I have your lunch for you".
- Speak clearly** and loud enough for clients to hear and understand you
- Address clients** using their last name, unless they ask you to call them by their first name. Avoid using terms such as "honey", "sweetie", "cutie".
- **You** might need to bring the lunch inside the home, if your client is using a walker or is in a wheelchair.
- Remind clients** to refrigerate their lunch if they will not be eating it right away.
- **Many clients** love to chat so if you can spend a moment with them, it will make their day!
- Remind clients** to lock their door after you leave

When to call the office (Volunteer Coordinator & Office Manager):

- **If** you are unable to safely operate a motor vehicle, or fulfill the obligations to safely deliver meals.
- If** you are unable to deliver lunches on your scheduled day, it is vital that you call the office as soon as possible, as a substitute will need to be contacted.
- PLEASE** notify the office in advance of any scheduled vacations, appointments, etc.
- If** you have any concerns or questions about anything at all regarding your route or clients
- **If** a client does not answer the door, as the office staff will need to follow up
- If** a client appears to be in distress or in need of medical attention. If it is an emergency you will call 911 first, and *then* contact the office for further instruction.
- If** you observe any unsafe conditions in or around the clients home. Moody Menders are available to make small repairs once the homeowner contacts them.
- **If** a client has any complaints about their lunch, or you notice uneaten lunches have piled up
- If** you note a poorly marked address such as a missing house #, or no street sign. You might know how to get there, but a substitute or new volunteer might not.
- If** you encounter *any* unsafe or concerning situations while on your route

IF SEVERE WEATHER IS PREDICTED, ICE, FLOODING, OR HURRICANE WARNING, CALL THE OFFICE TO SEE IF LUNCH DELIVERY WILL BE CANCELLED, OR FOR CHANGES TO YOUR DELIVERY SCHEDULE

IN CASE OF A MEDICAL EMERGENCY: **Always stay with your client until help arrives**

If you find a client in immediate need of medical attention, **Always call 911 first!** Keep your client comfortable and calm until medical assistance arrives. If they have fallen, make them as calm and comfortable as possible without moving them. Then call the office so that we are aware of the situation.

WHEN TO LEAVE A LUNCH IF NO ONE IS HOME:

- You can leave a lunch outside ***ONLY*** when there is a cooler by the door, and it ***MUST*** contain ice or a frozen ice pack. NEVER NEVER NEVER LEAVE A LUNCH SITTING BY THE FRONT DOOR ☹. If you happen to notice any unopened lunches from a previous delivery, please notify the office.
- It is **very** important to notify the office immediately if ***any*** scheduled client is not at home for a delivery.

VOLUNTEER SAFETY:

- Always** be aware of your surroundings and keep a map in your car
- 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
- 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

SOCIAL MEDIA: ☺ We love positive comments but.....

-*Please* refrain from posting photos, comments, or any information regarding our GIMOW clients . Their privacy is of utmost importance.

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, Lauren Milo (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 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.**