



**MEALS on WHEELS**  
**WAKE COUNTY**

VolunteerHandbook

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## Purpose of the Volunteer Handbook

Welcome to Meals on Wheels of Wake County! Volunteers are the heart and soul of Meals on Wheels of Wake County and we depend on volunteers every weekday to help deliver meals throughout the area. The Volunteer Handbook is designed to acquaint you with Meals on Wheels of Wake County (MOWW) and provide you with information about volunteering with our organization. The handbook has been organized by topic to help you find information easily. No handbook can answer all the questions you might have about our policies and programs. We encourage you to talk with your sitemanager or volunteer coordinator if you have questions about the content of this handbook or your volunteer service with MOWW. Volunteers should carefully review and familiarize themselves with the contents of the Volunteer Handbook as soon as possible, for it will answer many questions about volunteering with MOWW. Thank you for giving your time and talent to help others. We hope you find volunteering with Meals on Wheels of Wake County a positive and rewarding experience.

## About Meals on Wheels of Wake County

### Mission:

Our mission at Meals on Wheels of Wake County is to nourish, enrich, and strengthen the lives of older adults through daily meal delivery and human connections.

### Our Program:

We serve lunchtime meals to over 1,300 homebound older adults and persons with disabilities in Wake County. Our outreach consists of hot meals to homebound individuals, communal dining for adults 60+ at our Friendship Cafes, and frozen meal service for dialysis patients and other homebound individuals in isolated areas. Over 2,200 volunteers help us deliver meals Monday through Friday each week.

Meals on Wheels of Wake County was founded on February 12, 1974 with ten volunteers meeting at Hillyer Christian Church to deliver meals in downtown Raleigh. Since then over 10 million meals have been served in Wake County alone. Meals on Wheels of Wake County is associated with the Meals on Wheels America, which is comprised of over 5,000 Senior Nutrition Programs and 800,000 volunteers in the U.S. dedicated to ending senior hunger.

### Why We Serve:

Meals on Wheels allows older adults in Wake County to maintain their dignity and independence and remain in their homes. When a volunteer delivers a meal to a homebound recipient, we are not only providing a meal, but we are also providing a visit and a check up. It is comforting to family members to know that someone is stopping in daily to be sure that everything is okay. Over the years, we have touched so many lives in Wake County and beyond by reaching out to our seniors and people with disabilities to keep them connected to our community.

Where do we get funding?:

MOW receives approximately 50% to 55% of its annual budget from federal funding - primarily from the Older Americans Act (title 3). Another 45% to 50% comes from private fundraising. Sources of private fundraising are donations from individuals (65%), foundations (21%), corporations (11%), and churches/civic organizations (3%). Other, smaller funding comes from the city of Raleigh and Wake County.

What meals are served?:

A hot meal is served noontime Monday through Friday. A protein with two sides as well as a bag with bread, fruit, and a milk is provided. When we get donations of breakfast bags or lunch kits these are also delivered. When funding is available we also distribute fresh fruits and vegetables.

Who receives meals?:

Meals on Wheels serves home-delivered meals to residents of Wake County who are 60 years old and over and are homebound and vulnerable. Homebound means the applicant cannot work, volunteer, drive or leave their residence without assistance. Vulnerable means the applicant is unable to perform the basic activities of daily living without assistance due to physical, cognitive, emotional, psychological, or social impairments.

Disabled residents under 60 can qualify for our program if they meet certain criteria.

Our Friendship Cafes serve anyone who is 60 or older and can get to one of our dining sites located throughout Wake County.

## [Locations & Site Manager Contact Info](#)

### Home Delivery

Blair Drive

Main Office 1001 Blair Drive, Raleigh

[blair@wakemow.org](mailto:blair@wakemow.org)

919.833.1749

North Raleigh

Saint Andrew's Presbyterian Church 7506 Falls of Neuse, Raleigh

[northraleigh@wakemow.org](mailto:northraleigh@wakemow.org)

984.212.0519

### Apex

United Church 816 E. Williams Street, Apex

[apex@wakemow.org](mailto:apex@wakemow.org)

984.202.0788

### Cary

Resurrection Lutheran Church 100 Lochmere Drive, Cary

[cary@wakemow.org](mailto:cary@wakemow.org)

919.830.1566

### Knightdale

Green Pines Baptist Church 1498 Hodge Road, Knightdale

[knightdale@wakemow.org](mailto:knightdale@wakemow.org)

984.202.0894

### Zebulon

114 W. Sycamore St., Zebulon

[zebulon@wakemow.org](mailto:zebulon@wakemow.org)

919.817.0414

## Home Delivery and Friendship Cafes

### Garner

Garner Senior Center 205 E. Garner Road, Garner

HD [garner@wakemow.org](mailto:garner@wakemow.org)

984.222.0044

FC [garnercongregate@wakemow.org](mailto:garnercongregate@wakemow.org)

### Morrisville

922 N. Church Street, Morrisville

HD [morrisville@wakemow.org](mailto:morrisville@wakemow.org)

919.815.0084

FC [morrisvillecongregate@wakemow.org](mailto:morrisvillecongregate@wakemow.org)

### Pine Acres

Pine Acres Community Center 402 McLean Street, Fuquay-Varina

HD [pineacres@wakemow.org](mailto:pineacres@wakemow.org)

919.552.5825

[FCpineacrescongregate@wakemow.org](mailto:FCpineacrescongregate@wakemow.org)

## Wendell

East Wake Senior Center 323 Lake Drive, Wendell

919.365.4684

HD & FC [wendellcongregate@wakemow.org](mailto:wendellcongregate@wakemow.org)

## Wake Forest

Faith Tabernacle Church 741 E. Juniper Ave, Wake Forest

HD [wakeforest@wakemow.org](mailto:wakeforest@wakemow.org)

919.602.2533

FC [wakeforestcongregate@wakemow.org](mailto:wakeforestcongregate@wakemow.org)

## Friendship Cafe

### Five Points

Five Points Center For Active Adults 2000 Noble Road, Raleigh

[fivepoints@wakemow.org](mailto:fivepoints@wakemow.org)

919.322.1694

### Redeeming Love

Redeeming Love Baptist Church 3425 Rock Quarry Road, Raleigh

[redemptinglove@wakemow.org](mailto:redemptinglove@wakemow.org)

919.665.8885

### Saint Saviour's

Saint Saviour's Center 616 Tucker Street, Raleigh

[saintsavivors@wakemow.org](mailto:saintsavivors@wakemow.org)

919.801.4009

### Panther Branch Rosenwald

Rosenwald 9109 Sauls Road, Raleigh

[rosenwald@wakemow.org](mailto:rosenwald@wakemow.org)

919.779.6401

### White Oak Foundation

1624 White Oak Church Road, Apex NC

[whiteoak@wakemow.org](mailto:whiteoak@wakemow.org)

919-372-5059

# Program Staff

Ashley C. McCumber  
Executive Director  
ashley@wakemow.org

Sharon Lawson  
Director of Program Services  
sharon@wakemow.org

Morgan Arnold  
Assistant Director of Program Services, Client Services  
morgan@wakemow.org

Kelee Harding  
Assistant Director of Program Services, Friendship Cafes  
kelee@wakemow.org

Madison Leake  
Community Liaison  
madison@wakemow.org

## MOWW Holidays

We will be closed the following holidays. Sometimes dates are observed on weekdays when the holiday falls on a weekend, for exact dates speak with your site manager.

New Year's Day, Martin Luther King Holiday, Good Friday, Memorial Day, Juneteeth, 4th of July Holiday, Labor Day, Veteran's Day, Thanksgiving and the day after, Christmas Eve, Christmas Day, and the day after Christmas.

## Inclement Weather

Meals on Wheels of Wake County will make the decision to close for inclement weather no later than 6 am on the bad weather day. If severe snow/ice conditions necessitate the cancellation of meal delivery, announcements will be made by email from your site manager, social media, website, television and our voicemail.

## In Case Of Emergency

One of the concerns of the Meals on Wheels driver is the real possibility of finding a client in an emergency situation. If, and when, an emergency occurs, we want to make sure both the volunteer and client do not get hurt in the process of trying to give and receive help. Our emergency procedure is only a guide to provide you with the information to get emergency assistance as quickly as possible. Try to remain calm and proceed with care and caution.

1. If you find a client on the floor, or in dire circumstances, do NOT attempt to move the client.

Check to make sure the area is safe for the client.

CALL 9-1-1

2. Call your site manager whose number is listed in your app or route sheet to inform them of the emergency situation or call the main number at 919-833-1749.

In most cases, the driver may resume their route after emergency services have arrived. After an incident, communication with the coordinator is very important. You may have a hard time dealing with what has happened and talking with the coordinator will help ease your discomfort. We are available to take control of the situation, if needed.

## Volunteer Descriptions

### *Home Delivery*

#### Packing

Volunteers are needed to help pack meals for our clients Monday-Friday at select locations. 1-4 people can form an assembly line to place milks, fruit and bread inside plastic bags for distribution. Packing starts at 9:30am and lasts about 30 minutes.

#### Delivery Drivers

Volunteer drivers are needed to deliver lunch and smiles to our senior and disabled clients Monday-Friday. Meal delivery takes about 60 minutes. Please arrive between 10 and 11am. You will be given complete turn by turn directions via our app or printed directions. If you don't want to return coolers to the site when your route is done, bring two medium sized insulated coolers of your own to transport the food. Delivery typically includes 1 cooler of cold foods and 1 cooler of hot foods but sometimes volunteers are asked to transport extra items. Volunteers can commit daily, weekly, monthly or even yearly. What to bring: Smart Phone, ice packs and 2 medium sized insulated coolers (optional).



### Backup Delivery

Want to give back but can't make it a regular event? Are you sometimes free for an hour Monday-Friday starting between 10-11:30? Be a backup driver for Wake County Meals On Wheels! Meals On Wheels will contact you and see if you're free for any routes that don't have a driver.

Meal delivery takes about 60 minutes. You will be given complete turn by turn directions via our app or printed directions. If you don't want to return coolers to the site when your route is done, bring two medium sized coolers of your own to transport the food. Delivery typically includes 1 cooler of cold foods and 1 cooler of hot foods but sometimes volunteers are asked to transport extra items. What to bring: Smart Phone, ice packs and 2 medium sized insulated coolers (optional).

## *Friendship Cafes*

### Cafe Helper

Café Helpers will be helping in various ways. Volunteers might be assisting in bagging, serving, cleaning, helping at the kiosk, or with an activity. This opportunity is Monday-Friday at various times between 9:30am-12pm. Volunteers can commit daily, weekly, monthly or annually.

## *Groups and Organizations*

### Deliver Meals

Organizations can adopt a route! Organizations would coordinate a rotation of employees to drive meals on a regular basis Monday-Friday. For example the 1st and 3rd Thursday of each month you will send out one team of employees to cover a route. Each designated Thursday a different employee will be sent to complete the route. Please make sure to fill out a group application. Delivery typically includes 1 cooler of cold foods and 1 cooler of hot foods but sometimes volunteers are asked to transport extra items. What to bring: Smart Phone (optional) and 2 medium sized coolers (optional).

### Backup Drivers

If your office can't commit to a regular schedule but would possibly have someone to cover a 60 minute route Monday-Friday between 10am and 1:30pm? Then be an organization on a list our site managers can call if they require last minute coverage. Please make sure to fill out a group application. Delivery typically includes 1 cooler of cold foods and 1 cooler of hot foods but sometimes volunteers are asked to transport extra items. What to bring: Smart Phone (optional) and 2 medium sized coolers (optional).

Make A Group Donation or Organize A Fundraiser Donations can be in-kind (gifts, prizes, necessities, hygiene kits, etc.) or monetary to directly provide meals for seniors. Here's an idea of how your donation can help: \$140 provides meals for one person for one month; \$840 provides meals for six months; \$1,700 provides meals for one year for one person. You can make a direct donation or hold your own fundraising event like a car wash, bake sale, or raffle to get donations. In order to coordinate the details of delivery and storage of donated items, please reach out to [sharon@wakemow.org](mailto:sharon@wakemow.org). Many of our sites do not have additional storage, and we have limited capacity for transporting items all together.

### Assemble “Breakfast Bags” or Shelf Stable Food Kits

Compile supplemental food for our clients assembly line style. This can be done right in your office at any time! Breakfast bags and shelf stable meal bags are a wonderful way to supply our seniors with extra food should the power go out, or should they not have a prepared meal handy. Please review our document regarding supplemental food bags before preparing them. Please reach out to [sharon@wakemow.org](mailto:sharon@wakemow.org) to coordinate the delivery before the bags are prepared.

Breakfast bag suggested items:

*Soft, reduced sugar granola bars, such as Nutri-Grain bars*

*Ensure/ shelf stable meal replacement drinks/ protein drinks*

*Shelf stable fruit juices*

*Low sodium grits*

*Lower sodium/ sugar oatmeal packs*

*Low sugar fruit cups \*We suggest peaches, mandarin oranges, fruit cocktails or other options over applesauce\**

*Healthy packaged muffins*

*Low sugar cereal packs*

*Peanut butter/ nut butter*

*Dried fruit*

Lunch bags/ Meal bag suggested items:

*Pouches of tuna/ chicken*

*Low sodium pull top soups and vegetables*

*We suggest avoiding canned corn and green beans*

*Peanut butter/ nut butter*

*Whole wheat crackers other than saltines*

*Vegetablejuice*

*Shelf stable fruit juices*

*Microwavable meals \*Hormel Compleats & Barilla Shelf Stable meals are examples\**

*Dried fruit/ low sugar fruit and nut blends*

*Low sugar fruit cups \*We suggest peaches, mandarin oranges, fruit cocktails or other options over applesauce\**

*Soft shelf stable & ready to eat protein bars*  
*Low sodium pretzels, crackers, biscuits*

Write Greeting Cards to Seniors A thoughtful note goes a long way to the 1 in 4 seniors that experience loneliness from isolation. This can be done at any time right in your own office! Please have notes or cards delivery ready- reach out to [sharon@wakemow.org](mailto:sharon@wakemow.org) to coordinate drop off.

Sponsor Meals From A Local Restaurant/Food Truck/Caterer We love providing meals from the community to our clients- it is a critical part of not only ensuring that they experience a diversity of cuisine, but also a wonderful way to keep seniors rooted in their communities. Meal sponsoring can take place Monday-Friday. If you would like to fund local meals for our clients, please reach out to [sharon@wakemow.org](mailto:sharon@wakemow.org).

Sponsor and Run A Friendship Cafe Activity

Our Friendship Cafes need a daily activity for an hour Monday-Friday at varying times between 9:30-11. Your group could bring in all the supplies and then help seniors make a craft, build flower arrangements, have an ice cream social, help them with their technology, run a bingo game with prizes, and more.

## VolunteerSteps

Fill out an application at <https://wake.mowscheduler.com/volunteerapplication> a site manager will contact you in 24-48 hours to schedule you if there are openings. On your first day the site manager will run you through an orientation so you know the process of your volunteer opportunity and where everything is. If you are an individual driver, after your first day of deliveries you will be able to sign up for a MOW scheduler account where you can schedule or cancel your own volunteer delivery dates.

## Canceling and Scheduling Your Own Routes

To schedule your own routes you must sign up for MOW Scheduler. You can sign up only after your first delivery and groups are not eligible. Go to <https://wake.mowscheduler.com/signup> and search your first and last name or email address and click "register." Once you are registered you will be able to sign up and cancel your routes. Please give 24 hours notice when canceling.

## Delivery Do's and Don'ts

Do use the Mobile Meals App

Do bring 2 large insulated coolers for meals

Do bring a few ice packs

Do make sure you have a full tank of gas

Do hand deliver all meals

Do show up on your scheduled day

Don't leave meals at the door, porch or anywhere outside

Don't forget to return any borrowed totes

Don't bring pets, babies, or any adult that hasn't filled out application yet

Don't show up without being scheduled by a site manager or via MOW Scheduler

Don't drop off children to volunteer alone

## Volunteer Rights and Responsibilities

As a volunteer you have the right to:

Work in a healthy and safe environment

Be given accurate and truthful information about MOWW

Be given a copy of the MOWW Volunteer Handbook and any other policy/procedures that affect your role

Not fill a position previously held by a paid worker

Have a role description and agreed hours of contribution

Be provided with orientation to MOWW and your volunteer role

Have your confidential and personal information dealt with in accordance with all applicable laws

Be provided with appropriate training and support to carry out your role

As a volunteer you have the responsibility to:

Be reliable

Respect confidentiality

Carry out your volunteer duties according to the position description

Be accountable for your actions

Be committed to MOWW

Undertake training as required by MOWW

Ask for support when you need it

Let your site manager know as early as possible if unable to attend

Be courteous to participants, staff and other volunteers

Raise any issues you may have with MOWW and not denigrate MOWW to participants, staff and other volunteers

Value and support other team members

## Attendance and Absenteeism

As a volunteer our homebound clients depend on you to bring them a meal. We do understand that from time to time certain situations may arise that prevent you from doing so. Please alert the Site Manager of any scheduled absences – such as vacation – as far in advance as possible so that an appropriate substitute may be found. Alternatively you can cancel/reschedule/add volunteer shifts on your own in MOW Scheduler after your first delivery. In the event of an unscheduled absence –illness or emergency – please alert the Site Manager as soon as possible, preferably before your scheduled shift begins. If absenteeism becomes excessive your volunteer relationship with MOWW will be reevaluated.

## Service at the Discretion of the Organization

MOWW accepts the service of all volunteers with the understanding that such service is at the sole discretion of MOWW. Volunteers agree that MOWW may decide to terminate the volunteer's relationship with MOWW or make changes in the nature of the volunteer assignment at any time.

## Code of Ethics and Conduct

The Code of Ethics & Conduct is a guide to help volunteers to live up to MOWW's ethical standards and their own. MOWW will not permit, condone or tolerate illegal or unethical behavior. No volunteer will be required to tolerate this type of behavior.

Illegal or Unethical Behavior:

Illegal or unethical behaviors are forms of misconduct which undermine the integrity of the MOWW's reputation. This behavior can occur between volunteers in the workplace, as well as

between volunteers and participants, outside vendors, donors, any governmental or regulatory agencies, consultants, employees, visitors, etc. Some forms of illegal or unethical behavior include, but are not limited to:

Fraud  
Falsification of MOWW records  
Failure to comply with all applicable laws  
and government regulations  
Violence and threats of violence to staff,  
volunteers, participants and others  
Theft  
Drug & alcohol abuse  
Sexual and other discriminatory  
Harassment  
Discrimination  
Elder Abuse

Obey all relevant laws:

Volunteers should seek advice from their site manager or volunteer coordinator, whenever they have a question concerning the application of a law. Treat everyone fairly, with dignity and with respect: This means we treat others with dignity and respect, and demonstrate the values of MOWW. Deal honestly and fairly with participants, staff, volunteers, suppliers donors, and governmental and regulatory agencies. Volunteers are expected to conduct themselves at all times with integrity and in a manner that reflects well on themselves and on MOWW.

Avoid conflicts of interest:

Volunteers should avoid actual or potential conflicts of interest situations.

Maintain confidentiality:

Volunteers must observe the confidentiality of information that they acquire in carrying out their duties.

Investigation:

All allegations of improper, illegal, or unethical conduct will be promptly and objectively investigated. Your confidentiality and that of any witnesses and the person or persons that allegedly acted inappropriately will be protected to the extent appropriate while allowing for a fair investigation and any necessary corrective action. When the investigation is completed, you will be informed of the outcome of the investigation, to the extent appropriate, without breaching the necessary confidentiality.

Volunteer Responsibilities to Disclose:

The integrity of the organization is diminished whenever these standards are violated. If you become aware of facts or circumstances that you believe constitute a violation, you should promptly report the suspected violation to a member of Management or Human Resources.

## Problem Solving

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible. Occasionally, however, it may be necessary to investigate certain problems in greater detail. Our problem-solving procedure provides you with the opportunity to have a review of any problem, dispute, or misunderstanding that arises during the course of your volunteering.

Step one: Contact your site manager. The site manager will work to solve the problem. If the problem cannot be resolved by the site manager proceed to step two.

Step two: Contact your volunteer coordinator. The volunteer coordinator will review the problem with upper management to come to a solution.

## Drug Free Policy

MOWW provides a drug-free environment in compliance with federal, state and local laws. The purpose of this policy is to reinforce the long-standing commitment of MOWW to provide a safe and healthy environment for all. The use, possession, manufacture, and distribution, dispensation or sale of illegal drugs, alcohol, or any controlled substance on MOWW premises or program sites, in MOWW vehicles or during volunteer hours, is strictly prohibited. Similarly, it is prohibited for any volunteer to be under the influence of illegal drugs, alcohol, or any controlled substance on MOWW premises or program sites, in MOWW vehicles or during working hours.

For purposes of this policy, the following terms have the following definitions:

1. "Under the Influence" means that the volunteer is affected by an illegal drug or alcohol or the combination of a legal drug and an illegal drug and/or alcohol in any detectable manner.
2. "Legal Drug" means any prescribed or over-the-counter drug which has been legally obtained and is being used for the purpose for which it was prescribed or manufactured.
  - a. Marijuana – including "medical marijuana" – is illegal under federal law and may not be used in the workplace. All volunteers are prohibited from being under the influence of marijuana while at work.
3. "Illegal Drug" means any drug which is not legally obtainable or which is legally obtainable but has not been legally obtained including, but not limited to, marijuana, any prescription drug,

substance or chemical not legally obtained, and any prescription drug, substance or chemical not being used for prescribed purposes. Violation of this policy may be cause for immediate termination of volunteer duties.

## Personal and Emergency Contact Information

It is the responsibility of each volunteer to regularly update their personal contact information and emergency contact information. This update can be made online through the MOW Scheduler Portal.

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## Community Service

Meals on Wheels Wake County cannot accept any volunteers needing service hours, this includes court-ordered and school appointed hours.

## Relatives as Volunteers

Relatives of established volunteers may come to volunteer too, provided everyone age 18 and older has filled out an application.

## Volunteer Age Requirements

Anyone under 18 years old may accompany a volunteering caregiver. Children may not be dropped off under any circumstances. You must be 18 years of age or older to be the driver while volunteering with MOWW.

## Volunteer Boundaries

You should only provide services or perform tasks as outlined in your volunteer duties description. If you believe a participant is in need of additional support (house cleaning, yard work, personal hygiene, personal shopping, etc.) you should notify a Meals on Wheels staff member.

### Boundary Do's and Don'ts

DO recognize your own personal boundaries DO avoid getting into situations that could be misunderstood DO think before you say 'Yes' DON'T give out your home telephone number or address DON'T take the other person to your own home DON'T give out food you've prepared or bought yourself DON'T become emotionally over-involved DON'T get involved in a sexual or intimate relationship DON'T accept any form of harassment/violence from others DON'T buy expensive gifts or give money to participants DON'T accept expensive gifts or money from participants DON'T lend to or borrow from participants money/material goods DON'T give rides to participants



## Volunteer Dress Code

Because each volunteer is a representative of MOWW in the eyes of the public, it is important that each volunteer dress appropriately. Additionally clothing that is political, controversial, or has vulgar language is prohibited.

## Weapons Policy

Weapons are prohibited on all MOWW property. This includes conceal and open carry. For the safety of our staff and clients if you have any weapons you will be asked to return home.

## Smoking

Smoking is prohibited inside all MOWW property. For the health and safety of our clients we ask that volunteers also refrain from smoking while delivering food.

## Pets

Take precautions so that pets don't make food unsanitary.

## Mileage

You may track your miles driven as a volunteer. MOWW will not maintain a mileage log.

## Whistleblower Protection Policy

MOWW requires its directors, officers, employees and volunteers to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. MOWW has adopted a Whistleblower Protection Policy. The policy is intended to encourage and enable employees and volunteers to raise concerns with MOWW without fear of retaliation. Following are examples of concerns that should be reported:

Suspected illegal activity or noncompliance with laws, governmental rules and regulations or financial disclosures, accounting, internal accounting controls or auditing matters.

Conflicts of interest

Disclosure of confidential information

Discrimination or harassment

Donor stewardship – failure to provide due care with respect to donations

Falsification of contracts, reports or records

Misconduct or inappropriate behavior

Safety – failure of meeting requirements needed to perform all duties in a secure environment or as specified by MOWW procedures.

Theft

Violation of MOWW policies or procedures

### Reporting Procedures

Volunteers should report suspected activities identified above with someone who can address those concerns properly. In most cases, a volunteer's site manager is in the best position to address an area of concern; however, if you are not comfortable speaking with your site manager or you are not satisfied with your site manager's response, you are encouraged to speak with the Volunteer Coordinator or anyone in management who you are comfortable approaching.

The Whistleblower Protection Policy is not intended for complaints about your site manager – you should address these concerns with your site manager or their direct supervisor.

## Reporting

This policy is designed to prevent physical, financial, sexual or emotional abuse of MOWW participants. As a MOWW volunteer you may come into contact with vulnerable populations during your daily work activities and therefore, you are the "first line of defense" against situations that are harmful but preventable. All MOWW volunteers are expected to understand the definition and warning signs of elder abuse and neglect and report potential abuse or neglect to your supervisor or the appropriate aging and disability agency.

Definitions of Abuse or Neglect Abuse of older adults or people with disabilities can be physical, verbal, financial or psychological. Abuse can take many forms, including: hitting or slapping, withholding food/medication/medical care, use of chemical and/or physical restraints, yelling, insults or threats of violence, misuse of funds, theft, fraud.

Warning signs of abuse include:

- Injuries incompatible with the explanation given
- Dramatic weight loss, dehydration or poor hygiene
- Untreated medical or mental health conditions
- Unpaid bills despite adequate assets
- Sudden appearance of new acquaintances
- Sudden absence of caregiver
- Enforced social isolation

Abuse can occur for a variety of reasons, but common contributing factors are:

- Stress created by the care needs of the senior or person with a disability
- Inadequate financial resources

Isolation and lack of emotional support for people at risk and their caregivers  
Existing family problems and dynamics

Self-Neglect Self-neglect occurs when, by choice or lack of awareness, older adults and people with disabilities live in ways that disregard their health or safety needs, sometimes to the extent that this disregard becomes hazardous to themselves or others. Older adults and people with disabilities who neglect themselves are not willing or able to perform essential self-care tasks such as providing food, clothing or adequate shelter; obtaining adequate medical care; obtaining goods and services necessary to maintain physical and mental health, wellbeing, personal hygiene and general safety and managing financial affairs.

Reporting Procedures all volunteers are required to immediately report suspected activities identified above to a MOWW site manager. Site managers receiving reports must contact the appropriate aging and disability protective service agency and document the report.

Wake County Adult Protective Services 919-212-7264  
Wake County Police Department Non-Emergency Number 919-856-6900

Staff must also report all suspected instances to the participant's case manager. If the notice to the participant's case manager was verbal then it must be followed by written notification within 48 hours. Further, when required by state, federal or contract regulations, volunteers must immediately make a report to the appropriate law enforcement agency.

## [Anti-Discrimination and Harassment Policy](#)

MOWW is committed to providing an environment free of unlawful discrimination or harassment.

MOWW's policy prohibits sexual harassment and discrimination or harassment because of race, religion, gender, sexual orientation, national origin, ancestry, marital status, age, or any other basis protected by federal, state or local law. MOWW's anti-discrimination and harassment policy applies to all persons involved in its operations and prohibits discrimination or harassment by any of its employees, volunteers and participants.

### Harassment

Harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, gender, national origin or age or any other protected class or that of their relatives, friends, or associates. Harassing conduct includes, but is not limited to epithets, slurs, negative stereotyping or threatening, intimidating or hostile acts; written or graphic material that denigrates or shows hostility or aversion toward an individual or

group and that is placed on walls, bulletin boards or elsewhere on MOWW's premises or circulated in the workplace.

### Sexual Harassment

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct that occurs because of an volunteer's sex or gender and has the purpose or effect of unreasonably interfering with an individual's work or creating an intimidating, hostile or offensive environment.

### Complaint Procedure

If a volunteer believes they have been subjected to discrimination or harassment, they should immediately report the matter to their site manager or in their absence, their supervisor. If the site manager's supervisor is unavailable or if the volunteer believes it would be inappropriate to contact their supervisor, the volunteer should contact the Volunteer Coordinator. MOWW will investigate all complaints of discrimination or harassment. To aid in the investigation, volunteers are strongly encouraged to include in the complaint the details of the incident or incidents, the names of the individuals involved and the names of any witnesses. If MOWW determines that unlawful discrimination or harassment has occurred, effective remedial action will be taken commensurate with the severity of the offense. It is every volunteer's responsibility to read and support the harassment policy. All volunteers must pledge to promptly report violations if they witness or are a victim of such misconduct.

## Diversity, Equity and Inclusion

Meals on Wheels of Wake County is deeply committed to our diversity, equity, and inclusion (DEI) journey. As a values-led organization, we understand that creating a sense of belonging for all our stakeholders, including but not limited to clients, volunteers, community partners, community members, board, and staff, is critical to living out our mission as an organization.

We are committed to serving homebound older adults and persons with disabilities in Wake County who represent diverse backgrounds. At Meals on Wheels of Wake County, our definition of diversity includes but is not limited to race/ethnicity, color, religion, sexual orientation, gender identity, nationality, age, disability status, genetics, language (spoken and visual), socioeconomic status, and homebound status. When we deliver a nutritious meal, we ensure that each recipient feels seen, valued, and cared for by our volunteers. We are more than a meal; human connection and compassion are as important as our meal service.

We believe that our service to the community should take a holistic approach that acknowledges people's unique needs. Meals on Wheels of Wake County values the diversity of needs, perspectives, and experiences of our staff and clients to create a more genuine and sincere

approach to our work. We will continue to act in ways that enrich and strengthen the lives of older adults and persons with disabilities in our community.

As we continue to expand as an organization, we will continue to:

Educate the community about the issues older adults and persons with disabilities face. Partner with local organizations and individuals to maintain our connection to the larger Wake County community. Grow and expand our DEI-related efforts. For example, in the future, we would like to have the funding to deliver culturally and medically tailored meals to include people who need additional meal options.

## Confidentiality of Information

All MOWW volunteers are required to respect and maintain the confidentiality, both during and after their volunteer service with MOWW. The names and addresses of MOWW clients are also considered confidential, as well as any and all participant and volunteer information.

Due to the nature of the work you may be doing as a MOWW volunteer, you will be asked to sign a confidentiality agreement. We expect you to abide by MOWW rules and regulations, and by signing this document you acknowledge that you agree to refrain from the unauthorized use or disclosure of any proprietary information.

Confidentiality is essential to the sound relationship with our participants. It is also a legal and ethical matter of the utmost importance. All volunteers are to exercise great care when discussing participant services. Care should be taken to prevent discussions regarding participant services from being overheard by other participants, volunteers or staff members not involved in such services.

Any inappropriate discussion of participant information or similar violation of these standards may result in immediate termination of volunteer service. Volunteers must not disclose information for any purpose without written consent of the participant, the participant's attorney, or the participant's guardian, except as may be required by funding agencies, or directly connected with arranging for services to be provided, or administration and development of the program. Volunteers have an obligation to report violations or suspected violations of these prohibitions to their site manager.

## Stalking Policy

At MOWW we are committed to protecting both volunteers and clients. It is because of this we must ask that unless you have prior permission with an established friendship, volunteers are not allowed to call or

show up at client's residence outside of delivery times. Loitering uninvited at a client's residence is also prohibited.

Specifically, under North Carolina General Statute § 14-277.3A, a person commits the crime of stalking if:

- the person “willfully on more than one occasion harasses another person without legal purpose or willfully engages in a course of conduct directed at a specific person without legal purpose”; and
- the person “knows or should know that the harassment or the course of conduct would cause a reasonable person to” fear for their safety or suffer “substantial emotional distress by placing that person in fear of death, bodily injury, or continued harassment.”

It is important to maintain boundaries. Stalking and/or harassment is grounds for volunteer termination.

## Conflict of Interest

MOWW has adopted a conflict of interest policy which is designed to help volunteers of MOWW identify situations that present potential conflicts of interest and to provide MOWW with procedures to appropriately evaluate transactions where potential conflicts arise. Each volunteer must act in all matters in a manner that will safeguard the reputation and integrity of MOWW and will preserve and strengthen public confidence in MOWW activities. Likewise, volunteers should refrain from engaging in any transaction in which personal interests conflict, potentially conflict or appear to conflict with those of MOWW. An actual or potential conflict of interest occurs when a volunteer is in a position to influence a decision that may result in a personal gain for yourself or for a relative as a result of MOWW’s business dealings. For the purposes of this policy, a relative is a person who is related by blood or marriage, or whose relationship with the volunteer is similar to that of persons who are related by blood or marriage. No volunteer shall accept payment of any kind (including gifts, cash, discounts, concessions, services or other similar items or benefits) for services rendered as part of his or her volunteer service. No volunteer shall use MOWW stationery or any title of MOWW or refer to MOWW or misidentify themselves as an employee thereof in connection with any matter as to which they are not authorized as a representative of MOWW and to express an opinion on its behalf. Participation in any activity prohibited by this policy can result in the termination of volunteer service.

## Solicitation Policy

MOWW prohibits any volunteer from soliciting any of its participants, staff, volunteers or visitors and/or distributing any literature, pamphlets or other materials on MOWW premises, except for approved MOWW business. MOWW prohibits any volunteer from soliciting,

collecting from, or selling to any other volunteer, staff or participant during the working time of the soliciting person or of the person being solicited. In addition, the posting of written solicitations on company bulletin boards is prohibited. Such boards are reserved for official organization communications such as federal and state labor law information, community partner, volunteer and staff announcements, internal memoranda, organizational announcements, etc. Any violation of this policy may result in immediate termination of volunteer service.

## Use of Personal Vehicles for MOWW

Some positions will require the use of a volunteer's private vehicle. Maintaining a valid driver's license and current auto insurance is a requirement for these positions.

If a private vehicle is used for MOWW purposes, the following will apply:

### Valid Driver's License

All operators of personal vehicles on MOWW business must have a valid driver's license. No volunteer with a suspended license may operate a vehicle on MOWW business until the license has been reinstated. Drivers must be at least 18 years of age.

### Insurance

All drivers of personal vehicles on MOWW business must have full liability insurance (personal injury and property damage) in at least the minimum limits required under state law. No volunteer with expired insurance may operate a vehicle on MOWW business until the insurance has been renewed.

### Operating Expenses

MOWW will not reimburse volunteers using a personal vehicle. Operating expenses are considered a donation. Mileage should be tracked by each volunteer.

### Safety

MOWW expects volunteers to operate personal vehicles in strict compliance with all traffic laws and regulations. Driver and passengers are all required to wear seatbelts.

### Traffic Violations & Accidents

A volunteer who receives any parking or traffic citation or is involved in an accident while using their personal vehicle on MOWW business is responsible for all fines, court costs, etc.

*Any violation of the above policy regarding vehicles or misrepresentation of eligibility to use a personal vehicle on MOWW business may result in termination of volunteer service.*

## Return of Property

Volunteers are responsible for MOWW property which includes all materials, reusable totes, etc issued to volunteers or in volunteer's possession or control. All MOWW property must be returned at the end of your shift same day. MOWW may take all actions deemed appropriate to recover or protect its property.

## Ending Your Volunteer Service

You may resign from your volunteer service with MOWW at any time. We request that you notify the Site Manager ideally two weeks prior to your departure.

## Volunteer Dismissal

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed attempts to reconcile the solution will be made including a meeting between staff and volunteer(s) involved, when deemed appropriate. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of MOWW.

## Volunteer Handbook Acknowledgement

Volunteering for MOWW is acknowledgement that you have received a copy of and have reviewed the MOWW Volunteer Handbook. You understand that it sets forth the obligations of your volunteer service with MOWW. You understand MOWW maintains the most current version of the Volunteer Handbook on the [www.wakemow.org](http://www.wakemow.org) website. You understand and agree that it is your responsibility to read and familiarize myself with the rules, policies and standards set forth in the Volunteer Handbook and you agree to comply with all policies and procedures. You understand you should consult your Site Manager or Volunteer Coordinator regarding any questions not answered in the Volunteer Handbook.





# Volunteer Code of Conduct

Meals on Wheels of Wake County has adopted the following policies regarding volunteer involvement. Please read them thoroughly and contact us with any questions. Your signature is required when you register to Volunteer as your agreement to abide by this Code of Conduct.

## Purpose of Volunteer Policies

These policies are written to provide overall guidance and direction to people engaged in volunteering activities. These policies do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. MOW Wake County reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy.

**Definition of 'Volunteer'** A "volunteer" is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task in support of the aims and objectives of MOW Wake County. Volunteers shall not be considered as "employees" of MOW Wake County. The minimum age to volunteer with MOW Wake County is dependent based on the type of volunteer engagement and will be listed accordingly. Any volunteer under the age of 18 must be accompanied by a legal guardian.

## Liability

Volunteers are expected to understand the risks associated with volunteering. Further, volunteers hereby waive any claims against, indemnify, and hold harmless MOW Wake County, its respective officers, directors, employees, sponsors, representatives and volunteers from any and all liability, including attorney fees that may result from illness, personal injury, property damage, or wrong doing resulting from involvement with the MOW Wake County program.

**Volunteers Under 18** Volunteers under 18 years old must have their registration completed by a parent or legal guardian in order to volunteer with MOW Wake County. In addition, a parent or legal guardian must co-sign this Code of Conduct statement. Parents are invited to call or email MOW Wake County with any questions or comments about our program.

## Discrimination

MOW Wake County is committed to a policy of fair representation and will not discriminate on the basis of race, ethnicity, disability, gender, religion, sexual orientation, geography, or age. MOW Wake County will follow this policy in selection of volunteers. Volunteers are expected to adhere to these same standards in the course of their duties.

**Service at the Discretion of the Organization** MOW Wake County accepts the service of all volunteers with the understanding that such service is at the sole discretion of the organization. Volunteers agree that MOW Wake County may at any time, for whatever reason, decide to terminate the volunteer's relationship with the agency. Notice of such a decision should be communicated as soon as possible to the volunteer.

## Representing ELI Project

Volunteers are asked to not contact organizations or individuals on behalf of MOW Wake County unless they are given express directions to do so. Prior to any action or statement which might significantly affect or obligate MOW Wake County, volunteers should seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations.



# Volunteer Code of Conduct

## Ending Your Volunteer Role

You can cease volunteering with MOW Wake County upon the completion of any volunteer assignment. If you choose to remove yourself from our list of active volunteers, we welcome the opportunity to conduct an exit interview with you in person, by phone, or via e-mail.

## Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, client, other person, or MOW Wake County business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with MOW Wake County.

Dismissal of a Volunteer Volunteers who do not adhere to this Code of Conduct or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal. Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, theft of property or misuse of MOW Wake County materials, abuse or mistreatment of customers, staff or other volunteers, failure to abide by policies and procedures, and failure to satisfactorily perform assigned duties.

## As an MOW Wake County VOLUNTEER, I WILL:

- Represent MOW Wake County with professionalism, dignity, pride, and be responsible for conducting myself with courtesy and appropriate behavior.
- Follow through and complete accepted tasks set forth by MOW Wake County staff.
- Conduct myself in a respectful manner, exhibit good sporting conduct, and be a positive role model.
- Display respect for employees, other volunteers, program participants, visitors, clients and property.
- Provide a safe environment by not harming anyone in any way, whether through discrimination, sexual harassment, physical force, verbal or mental abuse, neglect, or other harmful actions.
- Respect the privacy of persons served by the organization and hold in confidence sensitive, private and personal information.
- Keep MOW Wake County staff informed of progress, concerns and problems within the program(s) in which I participate.
- Work cooperatively as a team member with MOW Wake County staff and other volunteers.
- Respect and follow MOW Wake County policies and program expectations.
- Keep personal opinions and actions separate from those made as a representative of this organization.
- Avoid conduct, both on and off duty that would jeopardize program effectiveness.
- Promote and support MOW Wake County in developing effective local, county, and state programs.

## AND, As an MOW Wake County VOLUNTEER, I WILL NOT:

- Understand the purchase or possession of alcohol, illegal drugs or weapons is strictly prohibited on MOW Wake County property and volunteer sites. Even if permitted local laws or by the law's of my home country, this zero tolerance policy will be upheld.
- Discriminate on the basis of race, color, religion, sex, age, national origin, marital status or disability, or sexual orientation.
- Use vulgar or inappropriate language, harm anyone in any way, whether through discrimination, sexual harassment, physical force, verbal or mental abuse, neglect, or other harmful actions.
- Solicit gratuities, gifts or bequests for personal benefit.

I INTEND MY SIGNATURE (physical or electronic) TO BE A COMPLETE AGREEMENT OF THE MEALS ON WHEELS OF WAKE COUNTY VOLUNTEER CODE OF CONDUCT.

Sign \_\_\_\_\_

Date \_\_\_\_\_