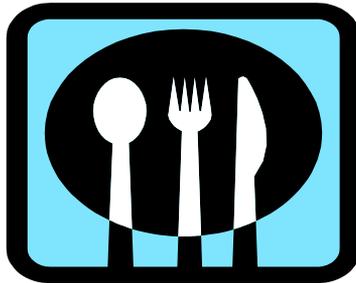




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**A guide for home delivered
meal drivers and dining assistants**



**Including HIPAA &
Confidentiality**

Welcome & Thank You!

On Behalf of the Aging and Disability Resource Center, we would like to say how pleased we are that you have chosen to contribute your volunteer time to one of our programs serving the needs of older adults living in Waukesha County.

Volunteers are vital to our senior dining program which offers home delivered meals to homebound seniors and congregate dining to seniors wanting to dine with others in a social setting.

This handbook was designed to serve as a guide for senior dining center volunteers and meals on wheels drivers to better understand our agency, it's mission and volunteer policies. The dining services manager will provide you with additional information, orientation and training.

The ADRC Mission Statement

Waukesha County is committed to serving adults and their families with issues of aging and / or disability. We will provide information, assistance and education to promote independence and improve quality of life, while offering choices to the consumer. Our goal is to advocate for and affirm the rights, dignity, and value of individuals served while limiting risk to those most vulnerable.

Waukesha County's senior nutrition program started in 1977 and was (and still is) made possible because of funding through the Older Americans Act. From the start, volunteers have always been the backbone of the program and that still holds true today.

Please read through this handbook carefully and follow the guidelines included. If you have any questions, concerns or suggestions please feel free to contact the Volunteer Program Specialist at 262-548-7829 or speak with the Dining Manager assigned to the Dining Center in which you will be reporting.

Attendance

Waukesha County delivers hot cooked meals on 28 separate routes per day. They also serve meals in 10 senior dining centers throughout the county. We rely on volunteers to provide the service to make this happen. If you are unable to volunteer on the day you have been assigned please let the dining manager know as soon as possible so a substitute can be called. **If you are sick or can not help the day of your scheduled shift or the day prior to your scheduled shift please call 262-548-7826 and provide them with your name and the dining center you are to report. No shows and last minute cancellations severely impacts our delivery system.**

Liability

The Waukesha County Code provides liability protection for Waukesha County volunteers. The code protects you from liability claims resulting from your volunteer work for the county. If you should be sued, the county will defend you; if you are found liable, the county will pay the amount of any judgement rendered.

With some cases, such as automobile liability claims, your personal insurance is primary or responds first to any such liability. Waukesha County will then provide protection to you on an “excess” basis, meaning the county will cover any remaining liability costs after your personal insurance is applied. Note: Waukesha County does not provide protection for damage to volunteer’s automobiles. Your personal automobile insurance should respond to such loss.

You are automatically protected under this code if any such claim arises out of your acts done within the scope of your responsibilities under any official county volunteer program.

- you give notice of any such claim to the county as soon as possible.
- you cooperate in the defense of the claim.

You can also help the county to avoid such liability claims by:

- Following policies & procedures within the department you serve
- Drive cautiously if your responsibilities include driving a vehicle.

Your efforts make a difference by helping to reduce liability costs in Waukesha County.

Confidentiality & HIPAA

Confidentiality

Waukesha County 's Aging and Disability Resource Center, a division of the Department of Health and Human Services, has a legal and ethical responsibility to safeguard the privacy of all its clients and to protect the confidentiality of all the information we maintain in any format such as written, verbal and electronic. Therefore it is important to respect the confidentiality of all the information communicated to you, no matter what format the information is in. Do not discuss the client's living conditions, health concerns, financial status or anything you learn about a client with anyone but an ADRC Staff member.

HIPAA

HIPAA stands for the **Health Insurance Portability and Accountability Act**. The HIPAA privacy act sets a new national standard to ensure the confidentiality of protected health information (PHI) on all our clients. Therefore we will not share information other than the information you will need to know (minimum necessary) to do your job. In most cases it will only be the client's address. Our ability to effectively serve our clients is based on trust. As a volunteer you are valuable part of the ADRC team and help us maintain that trust. Because of its importance, we ask that you review the importance of HIPAA and Confidentiality materials annually and sign an acknowledgement form of having reviewed the information.

About Our Meal Service

Waukesha County offers senior dining centers and home delivered meals to residents age 60 and older and their spouse regardless of age. There are 10 dining centers located in Waukesha County for seniors to attend and enjoy a hot nutritious meals at a low cost.

Home delivered meals are available to homebound Waukesha County residents 60 or older and their spouse regardless of age. Clients are usually directed to our service by an ADRC professional or family member.

Scheduling

The Dining Services Manager you will be reporting to will work with you to design a schedule that works well for you. Most schedules are made a month in advance so if you are planning some extended time off, it is best to communicate that as soon as possible and prior to the end of the month.

Termination of Service

While we hope you will find great satisfaction as a volunteer, we recognize that you may find it necessary to terminate your service. We ask that you please inform the dining manager of your termination at least two weeks prior. Volunteers who do not abide by policies and guidelines are subject to release as a Waukesha County volunteer. The Volunteer Program Specialist will also dismiss a volunteer from service when the actions of the volunteer adversely affects the ability to serve Aging and Disability Resource Center clients.

Senior Dining Center Volunteers & Drivers

Senior dining center volunteers fall into two categories: dining assistants and meal delivery drivers. Dining assistants generally help pack meals for home delivery, set up meals, serve and clean up for congregate dining. Drivers, also known as meals on wheels drivers, deliver meals to home bound seniors. The remainder of this handbook will focus on safety and sanitation guidelines for each of these positions.

Please read the guidelines carefully and sign the acknowledgment of having read the handbook and send , along with the Confidentiality / Non-Disclosure agreement in the postage paid envelope provided.

Volunteer Driver

While volunteer drivers like you might think that you have little to do with food safety and sanitation, your job is just as important as cooking the food. It is your job to ensure that the food, once packaged, meets the participants in a safe, sanitary and appealing manner. Some things to be mindful of to maintain safety include the following:

- No smoking allowed in the delivery vehicle to avoid tainted food
- No pets allowed in the vehicle during the delivery
- Use the hot and cold bags appropriately to ensure food remains at a safe temperature during delivery.
- Keep delivery bags closed after removing each lunch bag and tray.
- We recommend that you keep hand sanitizer in your vehicle and use often throughout the course of your delivery.
- **Home delivered meals cannot be left at a client's home if no one is there. Please leave provided message stating "sorry we missed you." found inside the driver's clipboard case.**
- Report any changes in the client such as client's health or home to the senior dining manager. Do not pick up a client who may have fallen. This is a safety issue for you as well as the client. Call 911 or the dining manager for instructions.
- In inclement weather, never jeopardize your safety. If you feel unsafe when trying to deliver a meal, do NOT deliver it.
- Do not jeopardize your safety for any circumstance deemed uncomfortable, i.e.: dogs, clutter
- Never enter a client's house when no one is home.
- Do not enter a client's home without permission. Wait for them to ask you in before entering.
- Laminated signs stating meals on wheels driver can be found attached to the clipboard and can be placed on your dashboard.

Red Flags

Often you will be the only person a meals on wheels recipient will see in a day. Please review the following list and if there is anything that looks or sounds out of the ordinary for the client, please notify the dining manager.

Regarding the person

- Change in personality (sad, fearful, distrusting, etc)
- Clothes- the same ones on for a long period, soiled
- Skin-rash, bruises, blood, open sores
- Fingernails-dirty, overgrown, cracked, split
- Teeth-Missing, loose dentures
- Hair-matted, not clean, falling out in clumps
- Odor-urine, stool, vomit, alcohol
- Weight gain or loss
- Cough-prolonged, irritating (to the throat), productive
- Walking-unsteady, weaving, shuffling
- Senses-hard of hearing / poor vision
- Very talkative-wouldn't let person leave (very lonely or bored)
- Facial gestures / sounds-wincing, moaning, undetectable speech
- Drowsiness-excessive sleeping during the daytime
- Unable to read something you show them-with glasses on
- Breathing-rapid, shallow, shortness of breath
- Memory problems-considerable confusion
- Emotional Status-groggy, lost of interest in living, very talkative, sad

Red Fags Continued:
Regarding the environment

- Clutter-huge amount to the point of being dangerous
- Food-stale, rotten, bugs
- Alcohol-cans, bottles laying around
- Medications-many bottles unorganized, pills on floor, counter
- Dishes everywhere or many in the kitchen-dirty / bugs
- Burns-cigarette / matches, burns on skin, rugs, furniture
- Furniture-soiled with urine or stool
- Pets-uncared for

Statement of Concern:

Regarding not wanting to live any longer—"I wouldn't need that because I won't be seeing you much longer, Why should I care when no one else does but I won't be a problem any one for much longer." I don't know why I put up with all of this day to day and soon I will not" call the Dining Manager immediately if someone indicates a definite plan or timeline and mentions suicide or word of similar meaning, call 911.

Waukesha County is required to have W9 forms on file for all vendors and volunteers receiving taxable income. New drivers requesting mileage reimbursement will be asked to sign and complete a W9 form for their initial payment to be processed. Waukesha County volunteer drivers are reimbursed at the business mileage reimbursement rate which is different from the allowable volunteer rate. The difference between the two rates is considered taxable income according to the Internal Revenue Code.

Keep Us Updated

In order to comply with Waukesha County policy we ask that volunteers provide us with updated driver's license and car insurance information.

Dining Assistants / Packer

While you, as a dining center volunteer, will not be cooking the food, it is still important to know food safety and sanitation as you will be handling food in some capacity and it is important to keep the food safe for our diners.

Hand Washing

One of the most important ways you can prevent food borne illness is to wash your hands often. It is important to wash your hands:

- At the beginning of your shift
- Before handling food
- Before putting on gloves
- After touching your face or hair
- After handling potentially hazardous foods such as meat, eggs, raw poultry or dairy
- After using the restroom
- After sneezing, coughing or wiping your nose
- After handling garbage

Proper Hand Washing Technique

- Wet your hands with clean running water and apply soap
- Rub your hands together to make a lather and scrub them well; be sure to scrub the backs of your hands, between fingers and under your nails
- Continue rubbing your hands for at least 20 seconds.
- Rinse your hands well under running water.
- Dry your hands using a clean towel or air dry.

Only use hand sanitizer AFTER properly washing your hands with soap and water. Hand sanitizer should **NOT** be used as a replacement for washing your hands.

Kitchen/Dining Room Sanitation

- Be sure all serving utensils and equipment are clean and sanitized prior to use.
- Be sure to clean and sanitize tables before and after meals.
- Clean and sanitize all work surface areas before and after use.
- Remove garbage when full or at the end of the shift.

Latex Gloves/hairnets and /or paper caps

It is important to handle food properly to ensure food remains safe for our clients, which includes the use of disposable gloves when handling food. In addition, hair can pose a contamination threat for food if not properly restrained.

- For hair, wear a hairnet at all times when in the kitchen or serving food. For shorter hair a paper cap can be worn.
- Wear gloves when handling food.
- Change gloves when switching from different tasks.
- Do not reuse gloves.
- If gloves are taken off for any reason, do not put them on. Wash hands and put on new gloves.

Food Temperature

- Be sure to keep food at the proper temperature for service by utilizing steam tables, hot/cold packs, and refrigerators appropriately.
- Cold foods need to be kept below 41degrees F and hot foods need to remain above 140 degrees F for service. Managers will take temperature of food.

Handling Chemicals

While you will likely not encounter many chemicals working as a volunteer, it is necessary to be mindful of how to properly work with them. The most common chemical you will work with will be bleach. When working with bleach and other caustic chemicals please remember to:

- Wear gloves when handling bleach.
- If bleach is spilled on the skin, rinse with water immediately.
- Mix bleach and water for sanitizing spray according to manager's instructions.
- Never mix bleach with any other chemical as this could create a dangerous reaction.

Handling Chemicals continued:

- If any chemicals get into your eyes, flush out with water immediately and seek a manager for additional assistance.
- If you are unsure how to work with a product, please consult your location's Material Safety Data Sheets (MSDS) before handling. This is located in the yellow MSDS binders.

Proper Dress

It is important to wear appropriate clothing when working in a food service operation.

- Clothes must be clean
- No open-toe shoes allowed.
- Minimal jewelry should be worn
- Appropriate summertime clothing

Volunteer Illness

If you are ill, do not volunteer for the dining center. It is especially important to stay home if you are experiencing fever, diarrhea, or vomiting. If you are experiencing any of these symptoms or have a documented contagious health issue please do not volunteer until at least 48 hours after symptoms subside or the doctor says it is ok. Please call 262-548-7826 to report your absence or call the Dining Manager directly.

Arrival Time

We appreciate volunteers eager to start their day but please bear in mind that volunteers are not allowed to work in a Dining Center before the Manager arrives.

Thank you for joining our team. We appreciated your willingness to commit your time to helping Waukesha County Seniors receive a well-balanced, nutritious meal. We hope that your volunteer experience is rewarding and that you find enjoyment from helping others.



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