

STAFF & VOLUNTEER HANDBOOK

Updated: September 2019



Washtenaw County Senior Nutrition Program

Washtenaw County Senior Nutrition Program is funded in whole or in part by the Federal Older Americans Act and the Aging and Adult Services through the Area Agency on Aging 1-B. Washtenaw County Senior Nutrition Program complies with the terms and regulations of the Title V of the Civil Rights Act of 1964 as amended and Section 504 of the Social Rehabilitation Act of 1973 and is an Equal opportunity employer program. Reasonable accommodation will be provided upon notification or request.

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Washtenaw County Senior Nutrition Program

The Senior Nutrition Program is a combination of Cafe and Home Delivered Meals service. Seniors who are able to attend a Cafe Meals service have an opportunity to socialize and meet new people. Those who have health limitations may receive meals in their homes as part of Home Delivered Meals. Seniors who participate in this program depend on the food provided and the social contact. Program staff and volunteers are an important part of helping this program run smoothly and ensuring that everyone who needs a meal is able to receive it.



Benefits of Working with the Senior Nutrition Program

As a staff member or volunteer you gain the experience of helping seniors to receive a delicious meal, to foster relationships with their peers, and contribute to their well being. You along with other service members are essential to helping our community program run smoothly. We could not operate without you. With your help we can provide food security, independence, socialization and healthy living for our senior community. This service provides the opportunity for you to become closer with seniors in your community and help provide a valuable service. We sincerely appreciate your desire to participate in this program.

Conduct Expected of All Staff

Being a staff member or volunteer is a great experience that comes with responsibilities. For many of our participants, program staff members and the volunteers are their only point of contact with the Senior Nutrition Program. Therefore, your presence and interactions with participants is reflective of the entire Senior Nutrition Program as a whole. The following are the expectations related to volunteer conduct.

Confidentiality

As a volunteer or staff member it is your responsibility to protect the confidential information of our participants. The Health Insurance Portability and Accountability Act (**HIPAA**) is a law that clearly outlines the policies that ensure the protection and privacy of our participants' health information. You may unintentionally come across and may have access to "**protected health information**" through interacting with participants. The sensitive information you may receive about a participant during your service include the participants' name, address, phone number, diet and health information. Under HIPAA guidelines it is your duty to protect this private information and to not share it with others. Although you may become familiar with participants due to daily interaction, their information is confidential and should not be

revealed to others. Volunteers and staff members must agree and submit a signed Confidentiality Pledge.

Accepting Gifts

Throughout your experience you may build a relationship with the participants you support. They appreciate your service and see you as someone they can trust and they may want to give you a small token to show their gratitude. As a staff member or volunteer you cannot accept gifts of payments from participants. The senior community is a vulnerable population and we strive to ensure appropriate treatment and support. We do not want participants to feel obligated to make payments or to give gifts.

Improper Influence

During your time of service you will interact with staff members, other volunteers, and participants who all have unique personalities and have different opinions on various issues. Your role is to carry out all necessary tasks and respect everyone that provides support to this program. Do not allow others to influence you to engage in improper activities or exert any influence on others to engage in improper activities. Examples include showing favoritism among participants, such as withholding meals from certain participants or providing additional incentives to your favorite staff or participant. This behavior reflects negatively on the Senior Nutrition Program and breaks the trust we have among our participants.

Religious Beliefs and Political Activities

While engaged in the activities associated with or on behalf of the Senior Nutrition Program, please refrain from attempting to influence others with personal or religious beliefs, political advocacy, or values unrelated to the mission or goals of the program.

Non-discrimination Policy

The Washtenaw County Senior Nutrition Program does not discriminate against any employee, applicant for employment, or recipient of service because of race, color, religion, national origin, age, sexual orientation, height, weight or marital status. We expect all staff and volunteers to comply with this federal non-discrimination policy as well.

Drug and Alcohol Policy

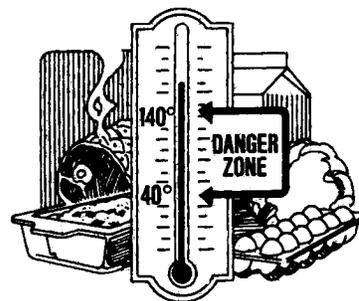
The Washtenaw County Senior Nutrition Program agrees to provide drug-free workplaces as a condition to receiving this federal grant funds to run the program. Our program must operate in compliance with the drug-free workplace act of 1988. We expect staff members and volunteers to operate in a drug-free work environment and to be able to perform all task and duties effectively.

Food Safety

During your service you will be handling food on a daily basis so your compliance with Michigan Food Code is important to keeping our participants healthy and able to enjoy a delicious and nutritious meal.

Temperature

You play an essential role in making sure that meals are safely delivered. Because seniors may suffer from health conditions that weaken their immune systems, it is vital that food is kept at appropriate temperatures to avoid bacteria build up. Bacteria grows most rapidly in temperatures between 40 degrees and 135 degrees F. This range of temperatures is called the “**Danger Zone**” and when food is left in the Danger Zone, bacteria can reproduce quickly and make some people sick when the food is ingested. Since all our bodies are different, food that might be just fine for one person may be dangerous for another person. Keeping food at the appropriate temperatures is essential in keeping illnesses at bay from our senior participants who are more susceptible to sickness. It is best to keep hot meals hot, cold meals cold, and frozen meals frozen until it is time to serve or deliver them. If food arrives at the center and is outside of the required temperature, please refer to the County Public Health’s policy on bringing food to the correct temperature.



Handling Food Items

Prior to handling food, volunteers & staff must wash their hands with soapy water and put on gloves. Gloves should be replaced whenever they come in contact with anything besides food. This will prevent the food from being contaminated. Please use utensils such as spoons or tongs whenever necessary.

Portion Size

Caterers for the Senior Nutrition Program will deliver meals to all sites. Menus are created by the caterers each month that follow the guidelines developed by the Area Agency on Aging 1-B (AAA1-B). This ensures that the meals provided contain all the nutrients needed to support the dietary needs of our participants. Every participant must receive the appropriate proportion of each serving of grains, meat, fruit etc and no more and no less.

Leftovers

Meals that are served and left over may be taken home. However, extra containers may not be provided for leftovers. Participants must all be provided food safety information annually and sign on their registration form that they understand that any food taken off the premises is their responsibility. Signs must be posted that reflect this understanding.

Emergency Situations

The following situations **very rarely** occur, but we want to make sure you know to do if you find yourself in these circumstances.

Fallen or Unconscious Participants

If a participant has fallen or is unconscious and cannot get up, please do not move or lift them. Call 911 for assistance and volunteers should notify their Site Coordinator of the situation. If you are not able to use the participant's phone, use a neighbor's phone or your cell phone. Stay and talk with the participant until help arrives. Cover the participant with a blanket to keep him/her warm and minimize the risk of the participant going into shock. Do not transport the participant in your personal vehicle.

Bleeding Participants

If the participant is bleeding and you must stop the blood flow, make sure you use gloves or a similar protective barrier. Gloves act as a barrier between your skin and any hazards. If volunteers are not sure whether calling 911 is necessary, speak with the Site Coordinator for direction. Do not transport the participant in your personal vehicle.

If you are ever concerned for a participant's safety, or if there is an emergency that makes it so you cannot deliver the meal, contact the Site Coordinator immediately. The Site Coordinator will determine the appropriate course of action.



Vulnerable Adult Abuse and Neglect

All of the Senior Nutrition Program participants are vulnerable members of our community. The following may be signs that vulnerable adult abuse and neglect is occurring:

Physical abuse

- Unexplained bruises, pressure marks, black eyes, welts, lacerations, cuts or burns
- Bone fractures, broken bones, sprains or dislocations
- Signs of being restrained, such as rope marks
- Sudden changes in behavior
- Caregiver's refusal to allow visitors to see the individual alone

Emotional Abuse

- Being upset or agitated
- Apathy, withdrawal, depression, non-communication
- Caregiver behaviors such as belittling, threats or other powerful or controlling behavior

Neglect

- Dehydration, malnutrition, extreme hunger
- Hazardous or unsafe living conditions (e.g. improper wiring, no heat or running water)
- Unsanitary or unclean living conditions
- Unsuitable clothing for the weather
- Being dirty or unbathed
- Unusual weight loss

Self neglect

- Physical weakness
- Foul body odor, poor personal hygiene
- Structural damage and/or an unsanitary environment
- Foul household odor
- Lack of needed medical aids such as hearing aids, glasses or dentures
- Inadequate, unsafe or unclean housing
- Inadequate clothing for the climate

If you observe any of these signs, please contact the Site Coordinator immediately to let him/her know of the situation. Site Coordinators and other staff should determine the appropriate course of action. If Site Coordinators need additional support, please contact OCED.

Information and Referral

If participants need additional information on other services unrelated to meal service, volunteers are required to notify the Site Coordinator at the next available opportunity. Site Coordinator should work with program staff to ensure the participant is connected to appropriate services.

Recording Volunteer Time

At the beginning of your volunteer shift, please make sure that you have recorded your volunteered time. In order to receive funding to sustain the Senior Nutrition Program, we have agreed to obtain a certain amount of “in-kind time” (a.k.a. time donated by volunteers). The only way we can maintain our end of the agreement and ensure future funding for this program is to record the time that our volunteers have contributed to this program. Your time is valuable in what you do while you are volunteering and in leveraging money for this critical program.

Inclement Weather and Weather Related Emergencies

Meals are not served when road conditions make it dangerous for staff and volunteers to drive safely. Volunteers will be notified by the Site Coordinator when a site is closed.



Volunteer Termination

We appreciate the time and effort you are willing to put into the program. With your help we hope to provide our participants the services that they need. We would like all our volunteers to continue their service with us for as long as possible but sometimes it is necessary to discontinue volunteer service both on your and the Washtenaw County Senior Nutrition Program end. For the Senior Nutrition Program, grounds for termination include but are not limited to:

- a. Breach of Confidentiality
- b. Physical, mental or emotional inability to serve
- c. Incompatibility with agency partners and/or staff
- d. Offensive behavior, sexual harassment or workplace violence
- e. Consumption of illegal drugs or alcohol immediately prior to or during volunteer assignments.

*Staff termination will be determined by the respective administrators of each Senior Nutrition Program Site.

Site Coordinators

Responsibilities of Site Coordinator

Site Coordinators help make sure that meals are safely provided to participants. They ensure a smooth process and comfortable dining experience. Responsibilities include the following:

Before Lunch (Cafe Meal Sites)

1. Take the temperature of the food upon arrival and record the temperature on the Temperature Chart.
2. Make sure that the food is being heated in the steam table and that the appropriate number of meals have been delivered.
3. Make sure the reservation sheet is present for signing up for the next meal.
4. Make sure the daily sign-in sheet is ready for the participants.
5. Make sure the donation collection mechanism is out and ready for the participants.
6. Register any new participants by having them complete the Cafe Meals Registration Form.
7. Register any new volunteers by having them complete the Volunteer Registration Form.
8. Help participants find their names on the daily sign-in sheet so that they may sign on the appropriate day. Signatures must be in pen. **Participants must sign their full name.**
9. Each participant must sign the sign-in sheet with original signature. If a participant is medically unable to sign for themselves, someone else may sign on their behalf.
10. Take the temperature of the food. Record the temperature on the Temperature Chart. If it has fallen below 135 degrees, it must be heated to at least 165 degrees before meal service.

Before Lunch (Home Delivered Meal Sites)

1. Take the temperature of the food upon arrival and record the temperature on the Temperature Chart.
2. Make sure that the food is being heated in the steam table and that the appropriate number of meals have been delivered.
3. Take the temperature of the food. Record the temperature on the Temperature Chart. If it has fallen below 135 degrees, it must be heated to at least 165 degrees before delivery.
4. Transfer meals from serving pans to individual containers to prepare for home delivery.
5. Make sure meals are portioned out evenly with adequate size to fulfill nutritional requirements of the program. Call Washtenaw County OCED at 734-544-2977 and ask to speak with the Human Services Program Specialist regarding details on the nutritional requirements.
6. Review Route sheets and distribute each sheet to the appropriate driver.
7. Ensure each driver receive the correct number of meals to be delivered according to their route.

8. Register any new participants by completing the Home Delivered Meals Service Registration Form.
9. Register any new volunteers by having them complete the Volunteer Registration Form, Authorization and Release, Confidentiality Pledge and Volunteer/Staff Training Verification.

During Lunch (Cafe Meal Sites)

1. Serve the meals.
2. Make sure meals are portioned out evenly with adequate size to fulfill nutritional requirements of the program. Call Washtenaw County OCED at 734-544-2977 and ask to speak with the Human Services Program Specialist regarding details on the nutritional requirements.

After Lunch (All Sites)

1. Clean all tables, dishes and utensils used according to the Michigan Food Code.
2. Any meals that have been plated and not served are to be discarded as leftovers. If a site has a health department approved kitchen with appropriate ServSafe staff on site, food that has not been plated can be placed in a single serve container and frozen for later use. These meals can be used if you run short on food and can re-heat the entrée from frozen.
3. Count the donations with one other person. There must be two people counting the donations. Sign the donation summary sheet to verify the count. Deposit funds into the program accounts (this is a change- you will not be depositing into OCED accounts. All donations collected at each site should be reinvested into the local program.
4. Place meal orders following the agreed upon meal order process from OCED and your meal site's caterer.
5. Record the hours for any volunteer time provided on the in-kind volunteer hours form. Secure signatures for the hours.
6. Review Route sheets for driver's signatures. **(Home Delivered Meal Sites)**

End of Month Activities (All Sites)

1. Complete all paperwork listed in the checklist.
2. Total the donations on the Donation Summary sheet. Submit the Donation Summary sheet copies of your donation slips via the ShareFile.
3. Make sure that all signatures are present for the in-kind volunteer hours form.
4. Submit the Temperature Charts, and daily sign-in sheets.
5. Upload all the paperwork to the OCED Sharefile **by the 1st of the month**. Please notify OCED if there will be a delay.

Cafe Volunteers

In a non-residential setting



Cafe Volunteer Qualifications

Volunteer must:

- Be 18 years of age or older. Volunteers under 18 years of age must be accompanied by an adult.
- Have a completed Volunteer Application on file. This includes a Volunteer Registration, Authorization and Release form for background check, Confidentiality Pledge, and a Volunteer/Staff Training Verification form.

Responsibilities of Cafe Meal Service Volunteer

Cafe Volunteers help make sure that meals are safely provided to participants. They ensure a smooth process and comfortable dining experience. Responsibilities include the following:

- Arriving on time.
- Reporting volunteer hours daily in the Volunteer Service Record.
- Washing your hands before preparing, serving, and delivering food. This reduces the risk of illness and sickness being spread.
- Wearing gloves when handling any food content.
- Helping to prepare meals for Home Delivered Meals delivery (if there is such a program at your site): packing bulk food pans into individual portion sizes, storing them in the oven until delivery, and loading Home Delivered Meals into coolers.
- Setting up for Cafe Meals service.
- Assisting with Cafe Meal Attendance Sheets and Reservation Sheets.
- Helping to register participants for the Cafe Meals program.
- Cleaning up after each Cafe Meals service: Discarding left over uneaten portions of food; removing trash; sanitizing and washing any serving utensils used; wiping down all countertops, sinks, and tables; disposing of gloves; ensuring that the Cafe meals area is ready for the next day.
- Counting donation money.
- Referring any participant concerns and requests to staff or the Site Coordinator.
- Smiling and enjoying your time with the Cafe Meals Program!

Cafe Donations

As volunteers representing the Senior Nutrition Program, participants may have questions about the donation policy.

For participants 60 years or age or older, the requested donation is \$3.00. While we encourage participants to share the cost of the meal to the extent that they are able to, we will not turn anyone away.

For participants under the age of 60, they are required to pay \$5.50 to cover the cost of the meal. In return each participant should receive a receipt as proof of payment.

Volunteer Drivers



Volunteer Driver Qualifications

Volunteers must:

- Be 18 years of age or older. Volunteers under 18 years of age must be accompanied by an adult driver.
- Have a valid driver's license (if driving) and vehicle insurance.
- Use his/her own vehicle.
- Have a completed Volunteer Application on file, along with a copy of a valid driver's license. A complete Volunteer Application includes a Volunteer Registration Form, Authorization and Release (background check) form, Confidentiality Pledge, and Volunteer/Staff Training Verification form.
- Must pass a background check.

Responsibilities of Volunteer Drivers

Volunteer Drivers provide important human contact for participants, as well as a nutritious meal they would be unable to prepare for themselves. For some participants, Volunteer Drivers are the only people they see on any given day. Responsibilities include the following:

- Arriving on time.
- Reporting volunteer hours daily in the Volunteer Service Record.
- Picking up route sheets, Home Delivered Meals participant list, and meal donation envelopes to carry with you throughout your trip.
- Wearing your Volunteer ID Badge at all times to reassure participants of who you are and where you are from.
- Checking to make sure you have the correct number of meals before departure.
- Loading coolers into your vehicle. Try and ensure that the lid is closed as much as possible to keep the meals within the "safe zone" temperature.
- Distributing labeled envelopes for meal donations to participants who wish to donate.
- Referring any participant concerns and requests to staff or the Site Coordinator.
- Ring the doorbell, knock loudly, and wait patiently for the participant to make his or her way to the door.
- Smiling, being pleasant, and enjoying your time helping our seniors!

Volunteer Walk Away Policy

Washtenaw County Senior Nutrition Program Home Delivered Meals Volunteer Driver Walk-Away Policy

While the Home Delivered Meals program values and prioritizes making sure that every senior who needs a meal receives one, this should not be accomplished at the expense of the health and safety of the volunteers. Home Delivered Meal driver volunteers should feel comfortable walking away without delivering a meal in situations that threaten their health and safety. These may include:

- Lifestyle state of client home being extremely unsanitary, dirty, cluttered and offensive to remain in to deliver a meal.
- Health or safety hazards, presenting a clear and identifiable threat to the well being of the driver.
- House is infested with rats, roaches or any other insects or animals, creating an unhealthy or dangerous environment for the volunteer to enter.
- Conduct or behavior of household members (i.e. the Home Delivered Meals participant receiving the meal and his/her family members) where the household members are verbally abusive, or are behaving in any way that creates an uncomfortable situation for the volunteer.
- Pets presenting a potential threat to the volunteer.

Should the Home Delivered Meals driver volunteer feel the need to walk away from a home without delivering the meal, the volunteer should:

1. Deliver the remaining meals, as planned.
2. Contact the Site Coordinator upon return regarding the situation.

Upon receipt of information about issues, Site Coordinators should:

1. Contact the Home Delivered Meals participant to resolve the situation.
2. If the situation remains unresolved, or further support is needed, contact the Human Services Program Specialist.

Home Delivered Meal Donations

The suggested donation is \$3.00 per meal. While we encourage participants to share the cost of the meal to the extent that they are able to, we will not turn anyone away. Participants can be

provided with stamped labeled envelopes if they are able to donate but do not have any envelopes or stamps. The envelopes should be mailed to the Site Coordinator at the site.

Now that this guide has helped you to become more familiar with the Washtenaw County Senior Nutrition Program and the associated volunteer expectations, we hope you enjoy your experience with our program!

Volunteers

In a Residential Setting



Residential Setting Volunteer Qualifications

Volunteers must:

- Be 18 years of age or older. Volunteers under 18 years of age must be accompanied by an adult.
- Have a completed Volunteer Application on file.
- For volunteers who will be assisting with Café meals and delivering meals to participant homes, a completed Volunteer Application includes a Volunteer Registration Form, Authorization and Release Form, Confidentiality Pledge, and Volunteer/Staff Training Verification form.

Responsibilities of Residential Setting Volunteers

Residential Setting Volunteers help make sure that meals are safely provided to participants. They ensure a smooth process and comfortable dining experience. Volunteers also make it possible for participants who are unable to leave their homes for any reason to receive a meal.

Responsibilities include the following:

- Arriving on time.
- Reporting volunteer hours daily in the Volunteer Service Record.
- Washing your hands before preparing, serving, and delivering food. This reduces the risk of illness and sickness being spread.
- Wearing gloves when handling any food content.
- Helping to prepare meals for Home Delivered Meals delivery (if there is such a program at your site): packing bulk food pans into individual portion sizes.
- Delivering meals to Home Delivered Meal participants: taking meals upstairs to participant's homes.
- Assisting with Cafe Meal Attendance Sheets and Reservation Sheets.
- Helping to register participants for the Cafe Meals program.
- Cleaning up after each Cafe Meals service: Discarding left over uneaten portions of food; removing trash; sanitizing and washing any serving utensils used; wiping down all countertops, sinks, and tables; disposing of gloves; ensuring that the Cafe meals area is ready for the next day.
- Counting donation money.
- Referring any participant concerns to the Site Coordinator or to your resident Social Worker.
- Smiling and enjoying your time with the Cafe Meals Program!

Home Delivered Meal Volunteer Walk Away Policy

The safety of volunteers is important to us. Although we believe that every senior who needs a meal receives one, this should not be accomplished at the expense of the health and safety of volunteers. Volunteers should feel comfortable walking away without delivering a Home Delivered Meal in situations that threaten their health and safety. These may include, but are not limited by, the following:

- Lifestyle state of participant home being extremely unsanitary, dirty, cluttered and offensive to remain in to deliver a meal.
- Health or safety hazards, presenting a clear and identifiable threat to the well being of the volunteer.
- The home is infested with rats, roaches or any other insects or animals, creating an unhealthy or dangerous environment for the volunteer to enter.
- Conduct or behavior of household members (i.e. the Home Delivered Meals participant receiving the meal and his/her family members) where the household members are verbally abusive, or are behaving in any way that creates an uncomfortable situation for the volunteer.
- Pets presenting a potential threat to the volunteer.

If you feel the need to walk away from a home without delivering a meal, please deliver the remaining meals on your route and contact the Site Coordinator about the particular participant upon your return. The Site Coordinator will contact the participant to resolve the situation.

In the unlikely event that you are injured or hurt while volunteering, please let the Site Coordinator know as soon as possible. The Site Coordinator will provide an Incident Report form to complete. We are required to report all accidents and injuries. Should you require medical attention, your personal medical insurance is the primary coverage.

Meal Donations

The suggested donation is \$3.00 per meal. While we encourage participants to share the cost of the meal to the extent that they are able to, we will not turn anyone away. Volunteers delivering Home Delivered Meals may not handle money given by Participants receiving Home Delivered Meals. Donations for Home Delivered Meals must be mailed to the Site Coordinator at the site.





Volunteer and Staff Orientation Checklist

This orientation checklist is designed to provide you with the basic information needed to start as a volunteer or staff for the Washtenaw County Senior Nutrition Program. This checklist is to be completed and signed within 30 days of your start and returned to OCED to be kept on file.

Reviewed	Item
	A tour of the facility
	Introduction to the manager, staff, supervisor and other volunteers
	Emergency Management and Evacuation plan
	Fire alarm, AED, and first aid kit locations
	Details on supervision and training
	Toilet facilities, parking, storage of personal belongings
	The area in which you will be performing your volunteer duties
	Washtenaw County Code of Ethics
	Senior Nutrition Policies and Procedures
	Staff and Volunteer Handbook

Senior Nutrition Site: _____

(New Hire Signature)

(Date)

(Site Coordinator Signature)

(Date)



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**Washtenaw County Senior Nutrition Program
Staff and Volunteer Training Verification**

Please submit this training verification form to the Washtenaw County Office of Community and Economic Development.

I, _____ have received training on _____
(First and Last Name) (Date)

to work with the Senior Nutrition Program in the capacity as a (circle one):

- a. Staff Member
- b. Cafe Volunteer
- c. Home Delivered Meals Volunteer

Signature: _____ **Date:** _____

Trainer Signature: _____ **Date:** _____