



A Division of Health and Human Services

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. We truly appreciate your willingness to help deliver meals to seniors, 60 or older, living in Waukesha County.

The ADRC Mission Statement

To provide older adults and people with physical or developmental/intellectual disabilities the resources needed to live with dignity and security and to achieve maximum independence and quality of life. The goal of the Aging and Disability Resource Center is to empower individuals to make informed choices and to streamline access to the right and appropriate services and supports.

About Our Meal Service

Waukesha County's senior nutrition program started in 1977 and 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.

This following information is designed to give you the basic information you will need to carry out your responsibility as a Meals on Wheels volunteer. The senior dining manager will provide you with additional information, orientation, and training. If at any time you have a question reach out to the senior dining manager in which you will be reporting OR the volunteer program specialist: Sherry Williams at siwilliams@waukeshacounty.gov.

Scheduling

There are currently 8 Meals on Wheels locations in Waukesha County. All sites deliver Monday -Fridays, no major holidays. Each site has a designated senior dining manager that operates the center and works directly with volunteers as their supervisor. Senior dining managers can be reached during dining center operation times: 9:30 a.m. -1:30 p.m. Monday – Fridays. For a complete listing of dining center locations, phone numbers, senior dining managers see the next page.

Dining Center Locations

<p>Brookfield Brookfield Community Center 2000 N Calhoun Rd., Brookfield, WI 53005 262-782-1636 Senior Dining Manager's Name: Jenny Wendelborn Deliveries are Monday- Fridays</p>	<p>Oconomowoc Oconomowoc Community Center 220 W Wisconsin Avenue Oconomowoc, WI 53066 262-567-5177 Senior Dining Manager's Name: Diane Werner Deliveries are Monday-Fridays</p>
<p>Menomonee Falls Menomonee Falls Community Center W152 N8645 Margaret Rd. Menomonee Falls, WI 262-251-3406 Senior Dining Manager's Name: Pam Roe Deliveries are Monday-Fridays</p>	<p>Sussex Sussex Civic Center N64W23760 Main St. Sussex, WI 262-246-6747 Senior Dining Manager's Name: Josh Hakes Deliveries are Monday-Fridays</p>
<p>Mukwonago/Eagle Birchrock Senior Apartments 280 Birchrock Way Mukwonago, WI 53149 262-363-4458 Senior Dining Manager's Name: Virginia Trimble Deliveries are Monday-Fridays</p>	<p>Waukesha Health and Human Services Bldg. 514 Riverview Avenue Waukesha, WI 53188 262-548-7851 Senior Dining Manager's Name: Nancy Bertram Deliveries are Monday-Fridays</p>
<p>New Berlin National Regency Retirement Community 13750 W. National Ave New Berlin, WI 53151 262-784-7877 Senior Dining Manager's Name: Shawn Dooley Deliveries are Monday-Fridays</p>	<p>Butler Hampton Regency Apartments 12999 W Hampton Ave Butler, WI 53007</p> <p>Butler Reopen Date To Be Determined</p>

The senior dining manager will be the person you will be reporting to, and she/he will work with you to design a monthly schedule that works well for you. Most schedules are made a month in advance so if you are planning some extended time off, please communicate that as soon as possible and prior to the end of the month. Senior dining managers can be reached at the numbers listed above between the hours of 9:30 a.m.-1:30 p.m.

Volunteer Illness

If you are ill, do not volunteer for the Meals on Wheels program. It is especially important to stay home if you are experiencing fever, cough, shortness of breath or chest pain, nausea, 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.

If you are sick or cannot help the day of your scheduled shift, please call your senior dining site manager first thing in the morning so she/he has time to find a substitute. If you cannot get a hold of them, you may call 262-548-7826 and provide them with your name and the dining center you report to. However please try to communicate with your supervisor whenever possible.

Report of Accidents and Injuries

Any injury/accident sustained by a volunteer must be reported to the senior dining manager regardless of the perceived seriousness of the injury. An incident/accident report will be made for the injury.

Confidentiality

Waukesha County 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 customers and 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. Do not discuss the customer's living conditions, health concerns, financial status or anything you learn about a customer with anyone but an ADRC Staff member, and only if it is need-to-know.

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 customer's address. Our ability to effectively serve our customers is based on trust. As a volunteer you are a valuable part of the ADRC team and help us maintain that trust.

Annual Training

Each year, volunteers are required to participate in a HIPAA training which is done online, or a hard copy can be provided if needed. Other trainings may include code of conduct, customer service and/or any other training considered important to your role as a volunteer.

Mask use

The ADRC follows CDC guidelines for all COVID-19 pandemic recommendations and requirements.

Following the current CDC guidelines regarding mask use, the ADRC will no longer require senior dining staff and volunteers to wear masks. These guidelines are subject to change based on CDC recommendations.

We have invited our clients to contact the ADRC if they would like to request that volunteers wear masks while delivering their meal. This information will be included in the notes section of the delivery route sheets. We thank you for honoring our clients' wishes on this. Volunteers may continue to wear masks if they wish to do so.

The spread of the COVID Pandemic still exists and we ask drivers to do the following:

- Abide by CDC's / ADRC's guidelines.
- Arrive at your designated site at your designated time.
- In areas where there is a parking challenge, please wait your turn and use your best judgment so there are no traffic or parking violations and no fender-benders. Some spaces are tight, so you may need to wait somewhere away from the loading area until space frees up.
- During delivery, do not enter the customer's home, and wear a mask if the customer has requested it.
- Ring bell or knock
- Step back
- Hand the sealed tray (hot meal) and brown bag (cold portion) to the senior.

Volunteer Driver Responsibilities

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 during meal delivery.
- No pets allowed in the vehicle during the delivery.
- Home delivered meals cannot be left at a customer's home if no one is there. Please leave provided message stating "sorry we missed you" found inside the driver's clipboard case.
- Do not pick up a customer who may have fallen. This is a safety issue for you as well as the customer. Call 911 or the senior 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.
- Laminated signs provided stating Meals on Wheels driver can be found attached to the clipboard and can be placed on your dashboard.
- Help maintain proper food temperatures by using the delivery bags appropriately.

Customers Pets

- Please help us remind our customers that they need to keep their animals locked up during meal delivery time – every time. If you deliver to a home with questionable pets or poor pet management, please let your site manager know right away.
- Per the Meals on Wheels customer service agreement:
- Dogs, cats, and other pets must be in some other area of the home to keep our volunteer drivers safe. Delivery service may be cancelled by the ADRC if pets are not in a secure area.

- Volunteer drivers should never open a customer's door unless they are invited to do so by the customer that day, and only when their pets are safely locked away from the entry door.

Other Volunteer Rules and Regulations

- Do not accept any payments, gifts or tips from customers or their relations.
- Recognize your own personal boundaries, do not give out your phone number or address or become emotionally involved with the customer.
- If you believe a customer needs additional services, housekeeping, personal hygiene, shopping please notify the senior dining manager and they will notify the ADRC.

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. With some cases, such as automobile liability claims, **your personal insurance is primary**, which means it 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 acts done within the scope of your responsibilities under any official county volunteer program if you give notice of any such claim to the county as soon as possible and 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 and drive cautiously. Your efforts make a difference by helping to reduce liability costs in Waukesha County.

Mileage Reimbursement

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 IRS 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 if it accumulates to \$600 or more for the year. Drivers will receive a 1099 form indicating the amount reimbursed in a calendar year.

Dining Assistants/Meal Packers

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 food 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.
- Dry your hands using a clean towel or air dryer.
- 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.

Glove Use / Hair Restraints

It is important to protect food from contamination by handling food properly and wearing hair restraints, such as hairnets or caps. Because we serve seniors – considered a Highly Susceptible Population by the FDA – we must take extra precautions to keep our food safe.

- The Wisconsin Food code requires an effective hair restraint be always worn when working with food. This would include a hairnet, or a baseball cap or paper cap for shorter hair.

- Disposable foodservice gloves must be worn when handling food. There can be no bare hand contact with any ready-to-eat foods.
- Disposable gloves must be changed, and hands must be washed whenever gloves are soiled by touching any potentially contaminated surfaces such as garbage or garbage cans, doorknobs, refrigerator or freezer handles, telephones, anything that has fallen to the floor, etc.

Handling Chemicals

You will likely encounter multiple chemicals working as a volunteer in our programs. It is essential that you know how to properly use them. Please ask your site manager on instructions if something is not clear.

- NEVER mix different chemicals together.
- Always follow manufacturer's instructions for chemical use.
- More is not better. Always use test strips when required to check chemical concentration.
- Each site will have safety data sheets (SDS) to inform you on how to act if accidentally ingested or spilled.
- Each site will have personal protective equipment to protect you in the use of potentially harmful chemicals.

Proper Dress

Waukesha County does have standards for dress. Also, please keep in mind that working with food can cause damage to clothing, such as staining or burning.

- Clothes must be clean. This is for sanitation and appearance.
- No open-toed shoes allowed. Sandals, flip-flops, and other open shoes are never permitted in foodservice (OSHA Standard).
- Minimal jewelry should be worn. No dangling earrings, necklaces, or bracelets. Should only be a wedding band. Please leave jewelry at home.
- Casual dress is appropriate for this position, but please wear clothing that looks professional and appropriate in appearance – remember, you are representing Waukesha County to our consumers. Please do not wear clothing items depicting anything religious or political in nature, or inappropriate or offensive.

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