



MEALS ON WHEELS of ODESSA  
VOLUNTEER HANDBOOK





# VOLUNTEER HANDBOOK

## Welcome!

Welcome to Meals on Wheels of Odessa (MOWO). Our organization has a proud tradition of volunteerism. MOWO was founded by volunteers, we are served by a volunteer Board of Directors, and we are supported by volunteers like you who are committed to improving our community. We value the role volunteers continue to play in the growth and success of Meals on Wheels of Odessa.

Our major funding source contracts require that we spend at least one hour orienting each volunteer. We appreciate your attendance and compliance. During your orientation, you will be provided with the essential knowledge needed to perform the duties of a MOWO volunteer driver. Within a few weeks you will become familiar with your delivery route.

Volunteers are also required to attend a refresher of the Volunteer Orientation annually, so for some the information in this handbook serves as a “refresher” reference of major points presented at the orientation. We hope you will refer to it periodically as you continue volunteering for us.

As a new MOWO volunteer driver, you may find that you have questions concerning the people to whom you are taking the meals or specific problems with route delivery. MOWO staff will always be available to assist you with any concerns. We encourage all our volunteers to report any unusual circumstances that they have observed. We believe volunteers are the eyes and ears of MOWO.

We hope your experience as a volunteer with MOWO will not be limited to the logistics of food delivery. Take the time to become acquainted with the clients to whom you deliver nourishment. Develop friendships and most importantly, have fun!

Thank you for caring about your older neighbors and for sharing your valuable time.

Sincerely,  
The MOWO Team



## Your Volunteer Commitment

We are indebted to you and to all our wonderful volunteers for generously sharing your valuable time and energy to serve Meals on Wheels of Odessa (MOWO) clients. Your commitment makes our service effective and reliable. Thank you for being a part of the MOWO team! You are truly making a difference in the lives of our older neighbors in need.

## The Importance of Guaranteeing Meal Delivery

At MOWO, we guarantee meal delivery to over 730 clients daily, Monday through Friday. If a regular volunteer is unable to drive, no matter what the reason, we must still find a volunteer or a staff person to deliver the meals. This raises our costs and lowers our efficiency.

“No-shows,” late cancels, and last-minute volunteer cancellations severely tax our delivery system and cause our clients to receive their meals late.

Please make reminders for yourself: write a note on your phone or calendar.

Anticipate problems or delays such as long office meetings and appointments. If there is any chance you cannot make your delivery, please call and cancel your route.

Call MOWO if you will be late or unable to deliver as scheduled. We request at least 24 hours notice; cancellations received after 8:30am on your day to drive are very difficult to cover.

Please remember that we are depending on you. Give us a call if you foresee any conflicts, but please try to guarantee the delivery of your route... as we do.

Cancellations by meal delivery drivers are accepted 24 hours a day. Call Meals on Wheels of Odessa at **432-333-6451** to leave a message after hours.



## Volunteer Driver Position Description

The Volunteer Meal Delivery Driver is responsible for delivering meals to homebound clients on the day(s) scheduled each week. The Driver picks up meals at the MOWO Volunteer Center and delivers to each client one hot meal and one cold meal bag. Volunteer Meal Delivery Drivers are the “eyes and ears” of the MOWO program. Each driver is therefore responsible for reporting to the office when clients are not at home or in the event that there is a problem. Please call our offices at **432-333-6451**. Please remember in the event of an emergency, Dial **911** first.

## Qualifications:

- A valid State Issued Driver’s License
- Current vehicle liability insurance
- Ability to read a map
- Pass required confidential background screenings

## Responsibilities:

- Arrive at the meal pick-up site on the assigned day between 10:15am - 10:45am.
- Deliver the correct number and type of hot meal and cold bag to each client on your route sheet using two insulated delivery bags; one for hot meals and one for cold bags.
- Report any inaccuracies on route sheet to Volunteer Services Department.
- Call or email 24 hours in advance if you will be unable to deliver meals as scheduled.
- Maintain client confidentiality; sign and return your route sheet after each use. A new one will be provided each time you pick up.
- Always make note and report if a client is not at home.
- Report any changes in client’s health, appearance or living conditions to a MOWO social worker.
- When you finish, sign and return the route sheet to the front desk. Client information is confidential.



## Who We Serve

MOWO clients are people who have requested the meal service and meet the following eligibility requirements:

- Usually 60 years of age or older
- Reside within our service area
- Primarily homebound or have little or no help
- Have physical or mental impairments which make meal preparation difficult

Meals are provided based on need, not on income. All people who apply directly to MOWO are given the opportunity to voluntarily share in the costs of the meals by contributing. No one is ever refused service because of inability to participate in helping to defray the cost of providing the service.

## Confidentiality

We serve an often frail and vulnerable population.

- Please respect the confidentiality of all information given to you, including names, addresses, and personal information.
- Do not discuss living situations, health conditions, financial status, or anything else you learn with anyone other than a MOWO employee.
- Please do not leave route sheets or directions to the client's house where it is visible or accessible to others.

We respect your confidentiality as well.

- We will not give clients your phone number and the Client Coordinator can act as an intermediary if you choose.
- Many clients have caller ID, so use \*67 when calling if you would like to keep your number private.
- If you do choose to give out your number, there may be instances when boundaries need to be set with the client you are serving.
  - ◇ You may contact the Client Coordinator if a client oversteps their bounds.

## Nutrition Information

Meals on Wheels of Odessa clients receive meals that are:

**Nutritious** - Our registered, licensed dietitian plans the menus. Our healthy meals meet or exceed 1/3 of the Dietary Reference Intakes established by the Institutes of Medicine and follows the most current Dietary Guidelines for Americans.

**Enjoyable** - Client surveys are conducted on an annual basis. The results demonstrate that our clients enjoy the meals.

**Hot** - Meals are picked up by volunteer drivers from our centrally located Volunteer Center and delivered in insulated containers typically within an hour.

**All the meals are prepared by Odessa Regional Medical Center and are an excellent source of nutrients and phytonutrients making them heart healthy, diabetes friendly, and health promoting.**



## Food Safety for Meals on Wheels Volunteers

### Reminder on Route Sheets

**KEEP MEALS SAFE:** Clients are susceptible to food borne illness. Please wash your hands (or use hand sanitizer) before handling meals; use clean, closed insulated containers/bags; and never mix hot and cold food.

### Important Points

- 75 million cases of food poisoning occur in the U.S. each year.
- Older adults are more susceptible to food borne illness because they:
  - ◇ have weakened immune systems
  - ◇ produce less stomach acid (which kills bacteria)
  - ◇ are more likely to have chronic diseases
  - ◇ have sensory loss reducing ability to sense spoilage
- As volunteers, you can help keep meals safe and prevent food poisoning during meal-transit. Our two main objectives are maintaining appropriate temperatures and hygiene.

### Maintaining Temperatures

- Keep all food in the provided insulated bag.
- Keep insulated bags closed - always keep a tight seal.
- Use an insulated bag even if taking only one meal.
- Use separate insulated bags for hot & cold items.
- Use clean, non-damaged insulated bag.
- Limit the amount of times you open the insulated bag.
- Deliver meals in a timely manner.

### Hygiene

- Be sure to wash your hands with warm and soapy water BEFORE picking up the food. If you cannot, hand sanitizer will be available at pickup sites.
- Keep your insulated bags clean - load hot meals flat, NOT on their sides to prevent leaks and spills.
- Sanitize your coolers on a regular basis - wash them out with soapy water and/or wipe them down with a cleaning sanitizer.



# VOLUNTEER HANDBOOK

## What is a Route Sheet?

A route sheet is a list of clients to whom you will be delivering meals and who all live in the same general area. The Route Sheet will lay out everything you need to know to make your deliveries including who you will be delivering to, where they are, and what you will be taking them.

## Parts of the Route Sheet

On your Route Sheet you will see several parts. We will go through them in detail here.

### Route Sheet Heading:

- In the **Red Box** you will find the Route Number.
- In the **Green Box** you will find the number of stops you will be making.
- In the **Yellow Box** you will see the total number of clients you will be serving.

**\*\*Please note that the number of total stops and the number of clients you will be serving may be different as there may be more than one client per household\*\***

Meals on Wheels of Odessa, Inc. Daily Route Sheet		Total Stops: 13	Total Clients: 16
Rte Group: MOW-ODESSA Phone: 432-333-6451		06/18/2024	Tuesday
Route: 09	Route Desc: 09		
York, Edward 432-333-6451 (H) 432-333-6451 (C) Del 0	1969 Boniva Ave Odessa TX 79762-7971  Delivered: Not Del: <input type="text"/> <input type="text"/>	1 - Lunch Regular	
York, Rosalia 432-333-6451 (H) 432-333-6451 (C) Del 0	1969 Boniva Ave Odessa TX 79762-7971  Delivered: Not Del: <input type="text"/> <input type="text"/>	1 - Lunch Regular	
		1 -- Milk, 2%	
		1 -- Milk, 2%	





# VOLUNTEER HANDBOOK

## Client and Delivery Information Section:

Below the heading box you will find information about the clients you will be delivering to, special instructions about how to find their residence (if necessary), special delivery instructions (if necessary), any reminders from MOWO, and exactly what you are supposed to be delivering to the client(s). You will also find boxes marked Delivered and Not Delivered, which you are required to mark as you complete your route.

The clients are listed in an order furthest from the MOWO volunteer center so that you are always working your way back. Routes have been analyzed and ordered for efficiency and timeliness, but if you notice the order could be changed to make more sense, please let the Volunteer Team know. Sometimes we get it wrong.

- The **Green Box** contains clients names and phone numbers. You may see more than one name when there is more than one client in the household.
- The **Red Box** contains the address where you will be making the delivery.
- The **Pink Box** contains what you will be delivering that day.
  - Lunch Regular includes a BROWN bag which contains the milk and sides.
  - Lunch SPECIAL includes a WHITE bag which contains the milk and sides.
- The **Purple Box** contains any special instructions you might need to make the delivery go more smoothly.
- The **Yellow Box** is where you will mark Delivered or Not Delivered.

Meals on Wheels of Odessa, Inc. Daily Route Sheet			Total Stops: 13	Total Clients: 16
Rte Group: MOW-ODESSA Phone: 432-333-6451		Route: 09	Route Desc: 09	06/18/2024 Tuesday
<b>York, Edward</b> 432-333-6451 (H) 432-333-6451 (C) Del 0	<b>1969 Boniva Ave</b> Odessa TX 79762-7971 Delivered: Not Del:	1 - Lunch Regular 1 -- Milk, 2%		
<b>York, Rosalia</b> 432-333-6451 (H) 432-333-6451 (C) Del 0	<b>1969 Boniva Ave</b> Odessa TX 79762-7971 Delivered: Not Del:	1 - Lunch Special 1 -- Milk, 2%		
<b>Colgate, Betty</b> 432-333-6451 (C) Del 2	<b>1263 General Dr</b> Odessa TX 79761 Delivered: Not Del:	1 - Lunch Regular 1 -- Milk, 2%		
<b>Driver Instructions: PLEASE KNOCK LOUDLY, CLIENT IS HARD OF HEARING ***MEALS MUST BE GIVEN TO CLIENT-IT IS AGAINST STATE REGULATION TO LEAVE A MEAL UNATTENDED***</b>				
<b>Washburn, James</b> 432-333-6451 (H) Del 3	<b>1405 E 63RD ST</b> ODESSA TX 79761 Delivered: Not Del:	1 - Lunch Special 1 -- Milk, 2%		
<b>Special Meal Requirements: ***PLEASE DO NOT TIE MEAL BAGS***</b> <b>Driver Instructions: CALL BEFORE LEAVING OFFICE--CLIENT IS VERY SLOW COMING TO DOOR SO WAIT AND KNOCK LIGHTLY. HAND HIM THE MEAL DO NOT LEAVE ON THE DOOR! PLEASE DO NOT DOUBLE TIE HIS BAGS</b> <b>Residence directions ***MEALS MUST BE GIVEN TO CLIENT-IT IS AGAINST REGULATIONS TO LEAVE MEAL UNATTENDED***</b>				
<b>Hernand, Rich</b> 432-333-6451 (C) Del 4	<b>1646 General Dr</b> Odessa TX 79761-1509 Delivered: Not Del:	1 - Lunch Regular 1 -- Milk, 2%		
<b>Hernand, Dorota</b> 432-333-6451 (C) Del 4	<b>1646 General Dr</b> Odessa TX 79761-1509 Delivered: Not Del:	1 - Lunch Regular 1 -- Milk, 2%		
<b>Residence directions PLEASE GO TO THE DOOR WITH THE RAMP. ***MEALS MUST BE GIVEN TO EACH CLIENT-IT IS AGAINST STATE REGULATIONS TO LEAVE A MEAL UNATTENDED***</b>				



# VOLUNTEER HANDBOOK

## Clients on Hold and Route Summary:

Sometimes we do have clients on hold, which just means we will not be making a delivery to them that day. Clients go on hold for all sorts of reasons like doctors appointments or other healthcare visits or even vacation and time away with family. You will also see a Route Summary which will tell you how many REGULAR or SPECIAL lunches you will be delivering. This is important to note because you will want to double check that your insulated delivery bag contains the correct number before you leave the MOWO Volunteer Center.

- The **Green Box** contains the Clients on Hold List
- The **Red Box** contains the Route Summary

Route: 09	Route Desc: 09	06/18/2024	Tuesday										
<table border="1"> <thead> <tr><th>Clients on Hold</th></tr> </thead> <tbody> <tr><td>STONE, ROSETTA</td></tr> <tr><td>Perry, Gail</td></tr> </tbody> </table>		Clients on Hold	STONE, ROSETTA	Perry, Gail	<table border="1"> <thead> <tr><th>Route Summary</th></tr> </thead> <tbody> <tr><td>Lunch Regular</td><td>8</td></tr> <tr><td>Lunch Special</td><td>8</td></tr> <tr><td>Lunch Total</td><td>16</td></tr> </tbody> </table>		Route Summary	Lunch Regular	8	Lunch Special	8	Lunch Total	16
Clients on Hold													
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Route Summary													
Lunch Regular	8												
Lunch Special	8												
Lunch Total	16												

## End of Route Sheet:

At the end of the Route Sheet you will need to fill in some information. In order to monitor delivery times we are required to keep up with how long each route takes. Please mark the time you DELIVERED the first meal and the time you DELIVERED the last meal. This is NOT the time you left MOWO or returned.

You must also sign your route sheet and return it to the front desk. Route sheets contain confidential information and will be destroyed once MOWO staff have documented delivery times and made contact with those who did not receive a delivery.

- The **Green Box** is where you will mark the time of your First Delivery and the time of your Last Delivery. Again, these times correspond to the delivery of the First and Last meal, NOT the time you leave or return to the MOWO Volunteer Center.
- The **Red Box** is where you will sign your Route Sheet before returning to the MOWO Front Desk.

Route: 09	Route Desc: 09	06/18/2024	Tuesday			
<table border="1"> <tr> <td>Stops: 13</td> <td>Time First Meal Delivered: _____</td> <td>Time Last Meal Delivered: _____</td> </tr> </table>				Stops: 13	Time First Meal Delivered: _____	Time Last Meal Delivered: _____
Stops: 13	Time First Meal Delivered: _____	Time Last Meal Delivered: _____				
<table border="1"> <tr> <td>Driver's Signature: _____</td> </tr> <tr> <td><i>By signing <a href="#">here</a> I am certifying this route is complete.</i></td> </tr> </table>				Driver's Signature: _____	<i>By signing <a href="#">here</a> I am certifying this route is complete.</i>	
Driver's Signature: _____						
<i>By signing <a href="#">here</a> I am certifying this route is complete.</i>						

Note: the information on the route sheet and map is confidential. Please sign and return your route sheet to the front desk when you have completed your deliveries. You will be given a new route sheet each time you deliver.



## Delivery Instructions

- **EVERY** volunteer meal delivery driver **MUST** be trained. If you have not attended a volunteer orientation, please contact Volunteer Services to schedule a training session.
- When you need a substitute for your route, please inform Volunteer Services at least 24 hours in advance. Any route cancellations that are reported after 8:30am on the day of your delivery are extremely difficult to cover. Cancellations are accepted 24 hours a day. Call Meals on Wheels of Odessa at **432-333-6451**, you may leave a message after office hours.
- Arrive at the Volunteer Center between 10:15 - 10:45am. Please call Volunteer Services if you are going to arrive late.
- Read over the route sheet before leaving the pick-up site. Be sure to take note of new clients, special instructions, and attachments. For assistance or clarification, please contact Volunteer Services.
- Pick up any additional items that may need to be given out to clients (i.e. handouts, letters, supplies, or groceries).
- Always check your route sheet to see if it has changed since the last time you drove.
- Always use **INSULATED DELIVERY BAGS** to deliver your clients' meals and **NEVER** leave a client's meal outside. Failure to maintain proper meal temperature endangers your client's health and is a violation of requirements established by the Texas Department of Health and Human Services.
- When a client does not answer the door, knock a second time. If you cannot reach the client, call the number provided on the route sheet. If you still can't reach the client, please leave a "not at home" card on the door.
  - Remember: Three Knocks, Two Calls, One Tag...
- Confidentiality is vital. Any questions/concerns about clients on your route are only to be addressed by the social workers at the MOWO office. You can contact a staff social worker at **432-333-6451**.
- Any questions about your delivery route or volunteer experience are addressed through the Volunteer Services department. Contact us between the hours of 8am - 3pm Monday - Friday.

## A Few Don'ts

- Don't leave the meal outside the client's home. The food will not be safe to eat if you do this.
- Don't leave the meal with a neighbor or someone else unless the route sheet specifically instructs you to do so.



## When Other Needs Arise

- Please do not solicit clients for business purposes, and please also refrain from accepting gifts from MOWO clients.
- If a client offers a contribution for their meals, politely decline and ask the client to mail the donation to MOWO.
- If a client mentions being low on money or behind on bills and asks you for money, please alert MOWO staff rather than giving money directly to the client; our case management team will follow up to best address the client's needs. We have access to various community resources to assist those clients who may need more than just meals.
- If you encounter a situation that is uncomfortable or alarming, please alert MOWO staff.
- If a client repeatedly asks you to run errands or perform extra tasks when you arrive, you are not obligated in any way to volunteer any services beyond their meal delivery. If you are concerned a client needs more than you are able to give, please report this to the MOWO office, and our case managers will follow up on these concerns.
- Please don't offer legal, medical, or financial advice to our clients; if you come across a client in need of this type of assistance, please alert MOWO staff for follow up.
- If you find a client having an emergency or in medical distress, immediately dial **911**.
  - Do not ever attempt to move a client who has fallen. Dial **911** and let the paramedics handle the situation.
  - If you do find a client who has fallen, do not offer anything other than a blanket. A fall might leave a client concussed and offering something to drink could lead to further complications.

## Please Remember

- Don't leave the meal outside the client's home; the food will not be safe to eat if you do this.
- Don't leave the meal with a neighbor or someone else unless the route sheet specifically instructs you to do so.
- Please avoid giving our clients extra food or sweets due to our wide variety of client dietary restrictions.



# VOLUNTEER HANDBOOK

## Emergency Procedures

If you encounter a client in a life-threatening situation, call **911**. Stay calm. Give clear answers and directions. Then call the Meals on Wheels of Odessa office, **432-333-6451**. Do not move the client or give water.

If you suspect a client is being abused, neglected or exploited, **Texas Law requires that you call the ABUSE HOTLINE: 1-800-252-5400**.

## Safety Concerns

- Never attempt delivery of a meal where there is an unrestrained dog. Report the incident to Meals on Wheels of Odessa at **432-333-6451**.
- If at any time you feel your safety is at risk, do not stop or leave your car. Call the MOWO office and tell someone about your concerns. Use your best judgment and always be aware of your surroundings.
- Please help protect MOWO the health of our clients. The Texas Department of Health and Human Services requires that all meals are carried in insulated containers. Never leave a meal outside and do not honor notes left by clients.

## Expecting the Unexpected

You are our eyes and ears. When you arrive to deliver a MOWO meal, you become for many clients a source of more than food. You may be the only person the client sees all day. It is important that you see the clients as often as possible when delivering meals. If a family member or friend receives the meal two weeks in a row and the client is not visible, ask to see him or her. If any conditions such as the client's health and/or living situation cause you alarm, report them to MOWO right away.

If a client says they have no food and the Meals on Wheels meals are not enough, report this to the MOWO office as well. All clients are screened for food insecurity and our partnership with the West Texas Food Bank allows us to provide additional food resources to those in need.





## Abuse and Neglect

*What should you do if you think someone you know has been abused, neglected or exploited?*

**Adult Protective Services (APS)** is the agency that investigates allegations of abuse, neglect and exploitation. If maltreatment is confirmed, APS provides or arranges services in an attempt to alleviate the problem. Half of all reports to APS involve self-neglect. Report any concerns you may have for the safety and well-being of our clients. There is a legal responsibility to report abuse, neglect and-or financial exploitation.

*What number or website should you use if you suspect abuse, neglect or exploitation?*

Please call the toll-free hotline number: **1-800-252-5400** 24 hours a day, 7 days a week OR report on a secure website online: <https://www.txabusehotline.org>. If you believe a situation is a life-threatening emergency, dial **911** for help.

*What are the signs and symptoms or possible indicators of abuse, neglect and financial exploitation?*

### *Physical Signs:*

Soiled clothing and/or bed, lack of necessities and personal effects and comfort in living environment, inappropriate administration of medication, injury that is inconsistent with the explanation, poor color, sunken eyes or cheeks

### *Behavioral Signs:*

Fear, anxiety, agitation, anger, withdrawn, depressed, non-responsive, ambivalence, contradictory or implausible statements, hesitation to talk openly

### *Financial Exploitation Signs:*

- Frequent, often expensive gifts to the caregiver
- Unexplained withdrawal of money by a person accompanying the vulnerable adult
- Missing personal belongings, papers, credit cards
- Unexplained missing valuables
- Unpaid bills, unusual activity in bank account
- Frequent checks made out to "cash"
- Caregiver providing substandard care
- Forging a person's signature

**Who might be an abuser?** *Family members, caregivers, professionals hired to do a job.*



## HIPAA Privacy Training for Volunteers

### 1. *What does HIPAA stand for?*

- **H** - Health
- **I** - Insurance
- **P** - Portability
- **A** - And Accountability
- **A** - Act

### 2. *What is HIPAA privacy rule?*

Privacy requirements were implemented on April 14, 2003. Contractors and volunteers of state agencies that receive, create, share or store protected health information are responsible for implementing and complying with the HIPAA privacy rules. The HIPAA Privacy Rule establishes minimum safeguards to protect confidentiality of an individual's health information.

The HIPAA Privacy Rule protects:

- An individual's health information in all forms; electronic, paper, spoken, and whether past, present or future
- The rule protects individuals, living and dead, and or groups in both the public and private sector

### 3. *What is protected health information?*

"Protected Health Information," or PHI, is information that is:

- Linked to a specific person by name, social security number (SSN), date of birth (DOB, geographic area or other individually identifiable information)
- Related to that person's past, present or future physical or mental care condition; the provision of health care to that person; or the payment for the provision of health care
- Use of any PHI identifier when combined with information regarding a person's health, is protected under HIPAA

### 4. *Who is required to comply with HIPAA?*

The HIPAA Privacy Rule affects covered entities that have health information about an individual.

Covered entities include the following:

- Health care providers such as physicians, dentists, clinics, hospitals and nursing homes
- Health care insurance plans including private health insurance as well as government programs such as Medicaid, Medicare and The Children's Health Insurance Program (CHIP)
- State agencies like DADS are covered entities because they provide health care services or administer health care insurance plan





## HIPAA Privacy Training for Volunteers (cont.)

5. *Under what conditions must you protect any of the previously mentioned pieces*

### **of information?**

Whenever:

- The information relates to the person's physical and mental health, provision of health care or payment for health care
- The information will identify, or could be used to identify, the subject of the information
- The information is transmitted or maintained in any form or medium

**Examples: fax, computer files, paper records.**

6. *Are there conditions that PHI may be released?*

PHI may be disclosed to a government agency authorized by law to receive reports of:

- Child abuse
- Domestic violence
- Abuse or neglect of persons who are elderly or have a disability

For reports of domestic violence, and abuse or neglect of adults, inform the individual of the reports unless you believe informing the individual would place him or her at risk of serious harm.

7. *Are there limitations for release of PHI?*

The privacy rule requires you to limit uses, requests, and disclosures of PHI to the minimum necessary to accomplish the use or disclosure.

8. *How to secure various types of PHI you encounter on a regular basis?*

Apply reasonable safeguards when making these communications to protect the information from inappropriate use or disclosure.

**PAPER:** (i.e. meal delivery route sheet, letters to be delivered, surveys, etc.)

- Only authorized personnel generate or copy confidential documents
- Confidential documents must not be left in areas accessible by unauthorized persons. (pick-up site, cooler, auto, home, work, etc.)
- Confidential documents must be disposed of in a confident recycling bin, shredded, or rendered unreadable (i.e. route sheet instructions state to tear up and discard at completion of each delivery)
- Patient medical records must not be taken home or to any non-work-related place
- If in doubt about confidentiality of a document, handle as if confidential

**COMPUTERS:** (i.e. communicating client information to MOWO via individual email or MOWO website email)

- Use only password-protected devices
- Use a unique password and do not share your password
- Store personal computers, laptops, PDA's, in a secure location when not in use
- Log out when leaving above devices





## HIPAA Privacy Training for Volunteers (cont.)

**TELECOMMUNICATIONS:** (i.e. communicating client information to MOWO by phone or fax)

Devices such as cordless phones, mobile phones, faxes, intercoms

- When discussing information over phone, a reasonable safeguard would be to have conversation in a private location or if in proximity to others to lower your voice
- When faxing protected information always use a cover sheet and a reasonable safeguard would be prior to sending the fax, notify the person to whom the fax is being transmitted and to confirm fax #

### *9. Why is this important to you as a volunteer?*

You are responsible for securing PHI and keeping it private. If you don't you may be liable!

### ALWAYS REMEMBER...

All information regarding an individual's health care is confidential. **DO NOT** share this information with your friends, family, or neighbors. In other words, if you learned any client Protected Health Information through your volunteer assignment or other associations with MOWO, it is considered private.

You also must be careful about where and when and with whom you share information required to perform your volunteer job. Share information only with persons who **HAVE** a legitimate need to know for treatment, payment or health care operations. Public locations such as hallways, break rooms, elevators, parking lots, for example, are not appropriate places to share PHI.

**And lastly, please return route sheets to the front desk after each delivery.**



## Inclement Weather Policy

Meals on Wheels of Odessa will remain open for service to the clients it serves unless inclement weather or another emergency occurs making it impossible for volunteers and staff to do so.

Please note: If other institutions such as schools, government etc. are closed, MOWO will also be closed.

Each client received an Emergency Box when they began service that contains shelf stable meals to be used when MOWO is unable to deliver in an emergency.

If weather conditions or other emergencies arise (ice storm, snow, or other emergency), we will update our social media should there be any meal delivery cancellations.

The following television stations will broadcast notice regarding cancellation of meal service:

### *Television:*

KMID Big 2, Cable Channel 2

CBS7, Cable Channel 7

NewsWest 9, Cable Channel 9

Fox 24, Cable Channel 24



# VOLUNTEER HANDBOOK

## Thanks to You, We Deliver

We cannot stress enough that you are the “eyes and ears” of Meals on Wheels. If you see anything that seems unusual or anything that we should know about or look into, please call MOWO at **432-333-6451**.

## Survey:

At the end of each week, we send out a survey via email to every volunteer who has an email address on file. We use Survey Monkey to collect the responses. The information we are collecting is returned to us anonymously and we will not try and figure out who left which survey.

Our goal with the survey is to collect honest feedback on how we can continue to improve your volunteer experience. It also gives you a chance to tell us where we can improve or if you had any issues during your time with us. It also gives you the opportunity to give us positive feedback as well.

## Have Any Suggestions?

Your opinions and suggestions are important to us. Please let us know how you are doing. You can do this by calling us at any time and by completing surveys we send out periodically asking for feedback. We continually seek ways to improve our programs. You can reach out to us directly: [info@mowo.org](mailto:info@mowo.org).

**Again, we cannot do the work we do to serve our older community without your help.**

**Thank You!**



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