

Thank you for your interest in becoming a **Longmont Meals on Wheels** volunteer! Before you complete the application, please consider the following expectations. Volunteering for **Longmont Meals on Wheels** constitutes a serious commitment on your part. Our clients rely heavily on their noon meals, as it may be their only complete meal that day. We ask that you consider the seriousness of this position before volunteering. Thank you!



Volunteer Expectations Longmont Meals on Wheels

1. It is essential that you arrive at the designated time to fulfill your volunteer task.
2. If you are unable to volunteer for your scheduled commitment time, please give the office as much advanced notice as possible. We understand there may be extenuating circumstances; however, please understand it is very difficult to find available drivers to fill in when drivers forget to let us know or don't show up to drive their routes or other volunteer duties.
3. If you might be delayed, call the office so we are aware that you are on your way.
4. A volunteer that misses four scheduled volunteer duties without advance notice or has excessive absences may be asked to relinquish their regular volunteer position.
5. All volunteers must be screened and trained by Longmont Meals on Wheels staff. At no time can another individual fill into your volunteer role if they are not trained by Longmont Meals on Wheels staff.
6. Longmont Meals on Wheels requires the following additional items:
 - A minimum commitment of 3 months.
 - A minimum age of 18. Children can volunteer with an adult volunteer driver. No one under the age of 18 may volunteer in the kitchen.
 - Drivers with flexibility to drive anywhere in Longmont and deliver to 5-20 individuals.
 - Background check for ALL volunteers.
 - Signed Release and Waiver of Liability form AND signed Background Check Release form for all volunteers AND a completed application located online or at our offices.
 - Photocopy of valid driver's license for volunteer drivers or ID for kitchen volunteers.
 - Photocopy of auto insurance for volunteer drivers.
 - Completed Food Safety Training for kitchen volunteers.
 - Confidentiality of all clients under all circumstances, understanding all client information is to be treated confidentially and NEVER to be used for any reason other than your volunteering duties require.
 - An understanding that under NO circumstances should volunteers solicit money or business in any form from a client.
 - An understanding that you are advocating for our client's safety and wellbeing. By volunteering, it is your duty and responsibility to communicate any concerns regarding clients to our office IMMEDIATELY. When delivering, please always carry your cell phone to call in or so we can reach you if needed.

910 Longs Peak Ave, Longmont, CO 80501

(303)-772-0540

Fax (303) 651-8413

www.lmow.org

info@lmow.org

Information for Volunteer Drivers

Arriving at Longmont Meals on Wheels (located at the Longmont Senior Center):

- Please arrive 10:30-11:00. Meals are handed out starting at 10:45. All volunteers should be en route with their meals immediately upon packing them up for optimal food safety.
- Please park in the circular drive or on the street on the west side of the senior center. If you are running late to pick up your meals, please call ahead.
- Your weekly assigned route will have a varying number of stops due to clients' daily schedules and cancellations. Please allow enough time in your schedule (approximately 11:00-12:45 depending on route size, traffic, weather, etc.)
- **Please understand that route preferences cannot be guaranteed.

Picking up meals:

- Each meal consists of two parts – an entree and a cold bag.
- Clients who are on special diets will have a white bag (instead of the standard brown bag) labeled with their name.
- Special hot meals are labeled with the client's name.
- Always pack the meals in the provided cooler bags for proper food safety.
- Pro tip – Stack the meals for your routes (hot portions and cold portions separately) in order from the bottom of your route sheet up.
- Always double check your meal and bag numbers when packing your cooler bags.
- If you leave and realize you have an error in meal counts, call our office immediately to determine the next step.

On route:

- We have tried to prepare the routes in the best possible order.
- You are welcome to reorder the route according to your needs and where you want it to end if all clients get their correct meal and as timely as possible for proper food safety guidelines.
- Delivery instructions DO change. Always check your route sheets for new information. Please contact us with questions.
- Please don't make any personal stops during your route even if you think you have time. Your priority is to get the meals out as quickly as possible and before 12:30.

Delivery to clients:

- If there is no answer at the client's home after giving ample time: (Be sure to read the client notes on your route sheet for helpful tips regarding each client.)
 - Only leave a meal if there is a cooler with ice or the route sheet instructs you to do so.
 - Always call the office IMMEDIATELY if there is no cooler and ice pack, even if the client left a note so we can begin follow up. ****THIS PHONE CALL IS EXTREMELY IMPORTANT. IT CAN BE LIFESAVING. ****
 - Leave a voicemail at our office if you don't reach us.
- When you return, leave your route sheets on the shredder so we can protect confidentiality.

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Extended Volunteer Driver Absences: Please note that if you plan to be gone for less than one and a half months and give us a date of your return, we will be able to hold your regular route. If you plan to be gone longer than that, we may have to permanently fill your regular route with a new volunteer. Regretfully, we cannot guarantee the route will be available when you return. We will be more than happy to put you on another open route or make you a substitute driver until a route opens. We appreciate your understanding and consideration!

Information for Kitchen Volunteers

Arriving at Longmont Meals on Wheels (located at the Longmont Senior Center):

- Please arrive at 8:00am and expect to be done around 12:30.
- Please park on the street or in the parking lot on the east side of the building.
- If you are unable to volunteer, please call the office so that we can get a replacement for your shift.

Kitchen Regulations:

- No open toe shoes may be worn while working in the kitchen.
- No jewelry or watches may be worn, except for one simple ring.
- Longer hair must be restrained.
- Clothes must be clean and appropriate for the kitchen.
- A food safety class must be completed before volunteering in the kitchen.
- Hands must be washed when entering the kitchen, putting on gloves and when changing tasks.

Duties may include:

- Packing meal containers for delivery.
- Usage of knives and kitchen equipment.
- Washing dishes and cleaning.
- Serving meals during our community lunch at the Longmont Senior Center.
- Standing for long periods of time.

Extended Kitchen Volunteer Absences: Please note that if you plan to be gone for less than one and a half months and give us a date of your return, we will be able to hold your regular shift. If you plan to be gone longer than that, we may have to permanently fill your regular shift with a new volunteer. Regretfully, we cannot guarantee the shift will be available when you return. We will be more than happy to put you on another open shift or make you a substitute until a shift opens. We appreciate your understanding and consideration!