

Meals On Wheels

A PROGRAM OF **Horizons** 

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Meals On Wheels OF JOHNSON COUNTY A PROGRAM OF **Horizons**

*Feeding Hungry Seniors and
Keeping Them in Their Homes*

Volunteer Handbook

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Who Are We?



Meals on Wheels helps older adults and individuals with disabilities in Eastern Iowa meet their daily nutritional needs by delivering hot, fresh, ready-to-eat meals in addition to frozen meals and breakfast bags.

Our clients can receive meals for a short duration while they're recovering from a hospital stay, as respite care for their family who usually provides meals for them, or on an ongoing basis each weekday.

For home-bound seniors and their family members, the daily meal provides a sense of security knowing someone will be stopping in to check on them Monday through Friday.

Who Do We Serve?

A Typical Meals on Wheels Recipient is...

- An average of 74 years old
- Lives alone
- Has a household income of less than \$14,000 per month
- Experiences frailty, disability, and/or chronic disease
- 20% of meals we deliver are to veterans or their surviving spouses



You can refer someone to Meals on Wheels by filling out the Meals on Wheels Referral Form on the Horizon's website: <https://horizonsfamily.org/mealsonwheels/> or calling into (319)398-3574.

Where Do We Serve?

The Meals on Wheels headquarters is in Cedar Rapids, IA. Out of these headquarters, volunteers pick up meals and deliver all across Linn County.

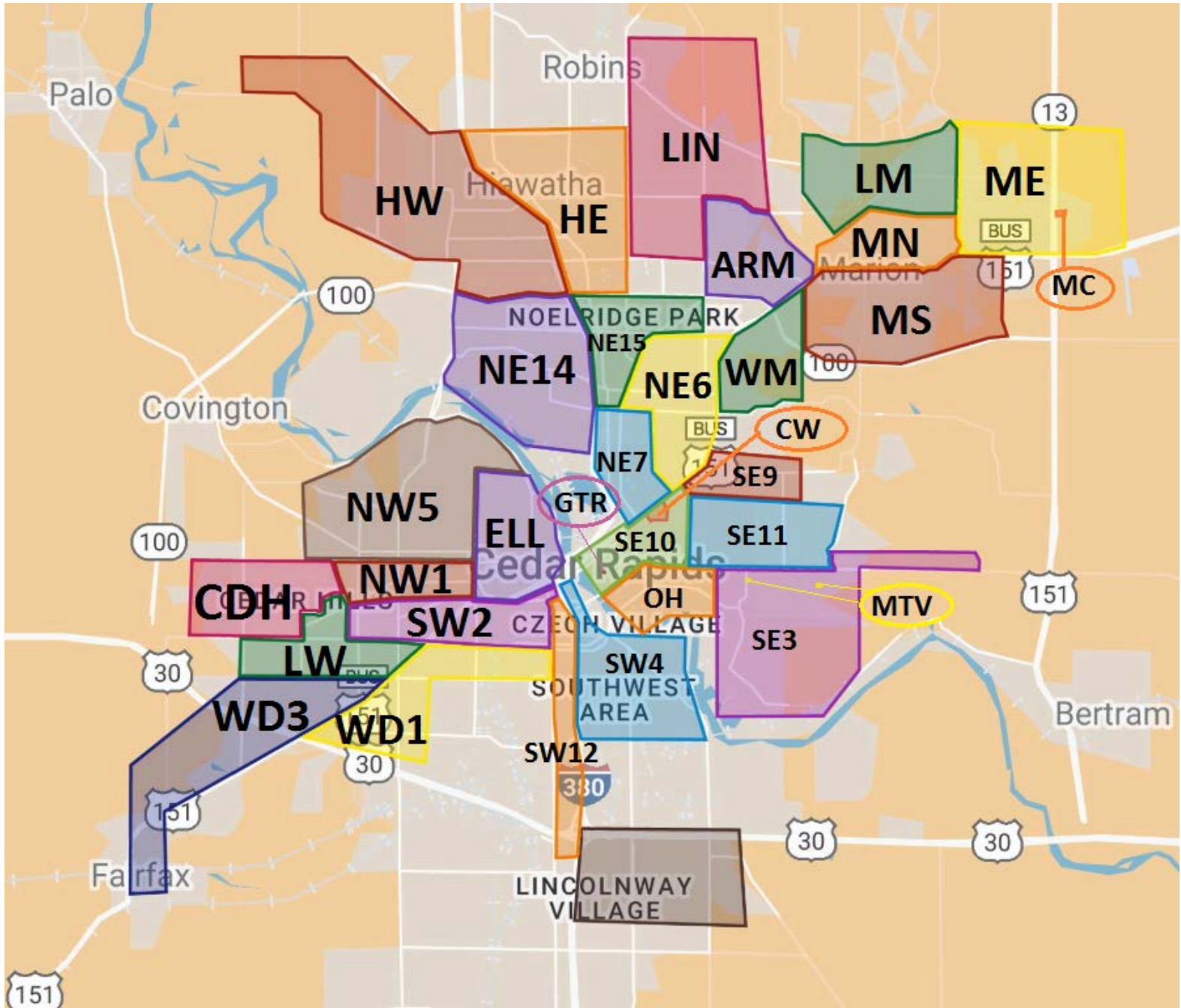
In 2019, Horizons, A Family Service Alliance merged with Elder Services to official create Meals on Wheels of Johnson County.

In addition to Linn and Johnson County, we also service Washington Counties with Breakfast Bags and frozen meals.

Routes

Meals on Wheels clients are organized by what we call "routes". As a volunteer, you have an option to be assigned a regular route weekly/bi-weekly, or to pick up any future open routes as often as you'd like: We call these "Flex Drivers", as they serve as substitutes when regular volunteers can't make their route or when certain routes aren't regularly filled. Each route will generally contain the same clients but may vary from shift to shift based on our clients' needs and circumstances. The number of clients and length of route varies for each route. If you have a regular route, your route will always be located in the same general geographic area.

Cedar Rapids Routes:



Pick Up Locations

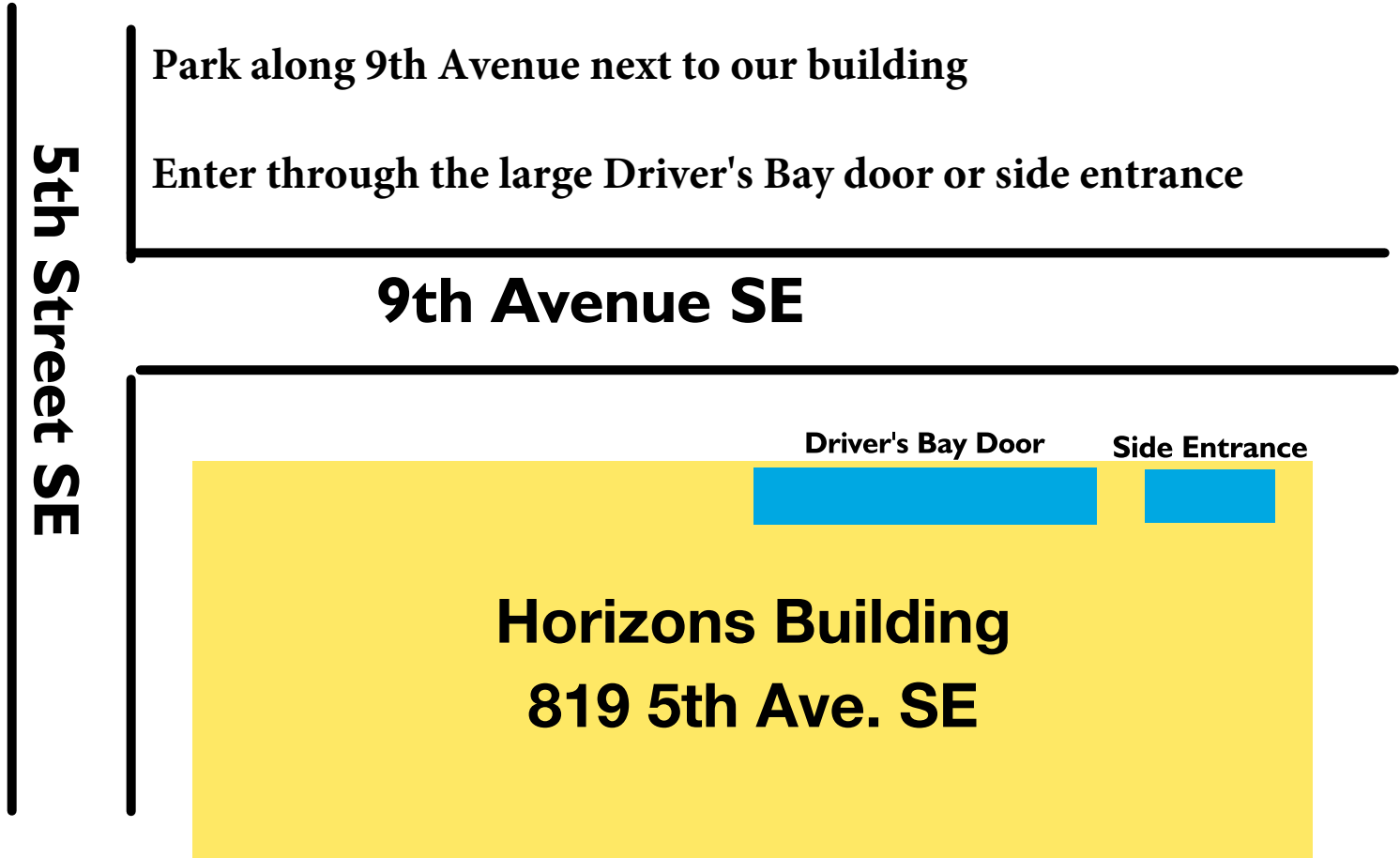
Horizons Main Location::819 5th St Se, Cedar Rapids 52401

Marion: American Legion:- 625 31st St Marion, IA 52302

Hiawatha: City Hall:- 101 Emmons St Hiawatha, IA 52233

Cedar Rapids Delivery Shift

Pickup is between 10:30 and 11:00 am at one of the three pickup sites



Pick up the following items labeled with your assigned route.

- An insulated bag of meals
- A cooler of milk cartons and side dishes
- Your route sheet (inside cooler)

Before you begin your delivery, review the contents of your bag and cooler to make sure it matches your route sheet!

Please do this BEFORE leaving!

Cedar Rapids

Pick Up/Drop Off Sites

For routes in Marion and Hiawatha, we have dedicated pick up sites close to you! You may pick up your meals and return your bags and coolers at the following locations:

Marion

Marion American Legion

625 31st St Marion, IA 52302

Meet in the front of the parking lot and look for the branded Meals on Wheels van. Return insulated bags and coolers to the door farthest from the road, placing them in the corner for protection from the road and weather.

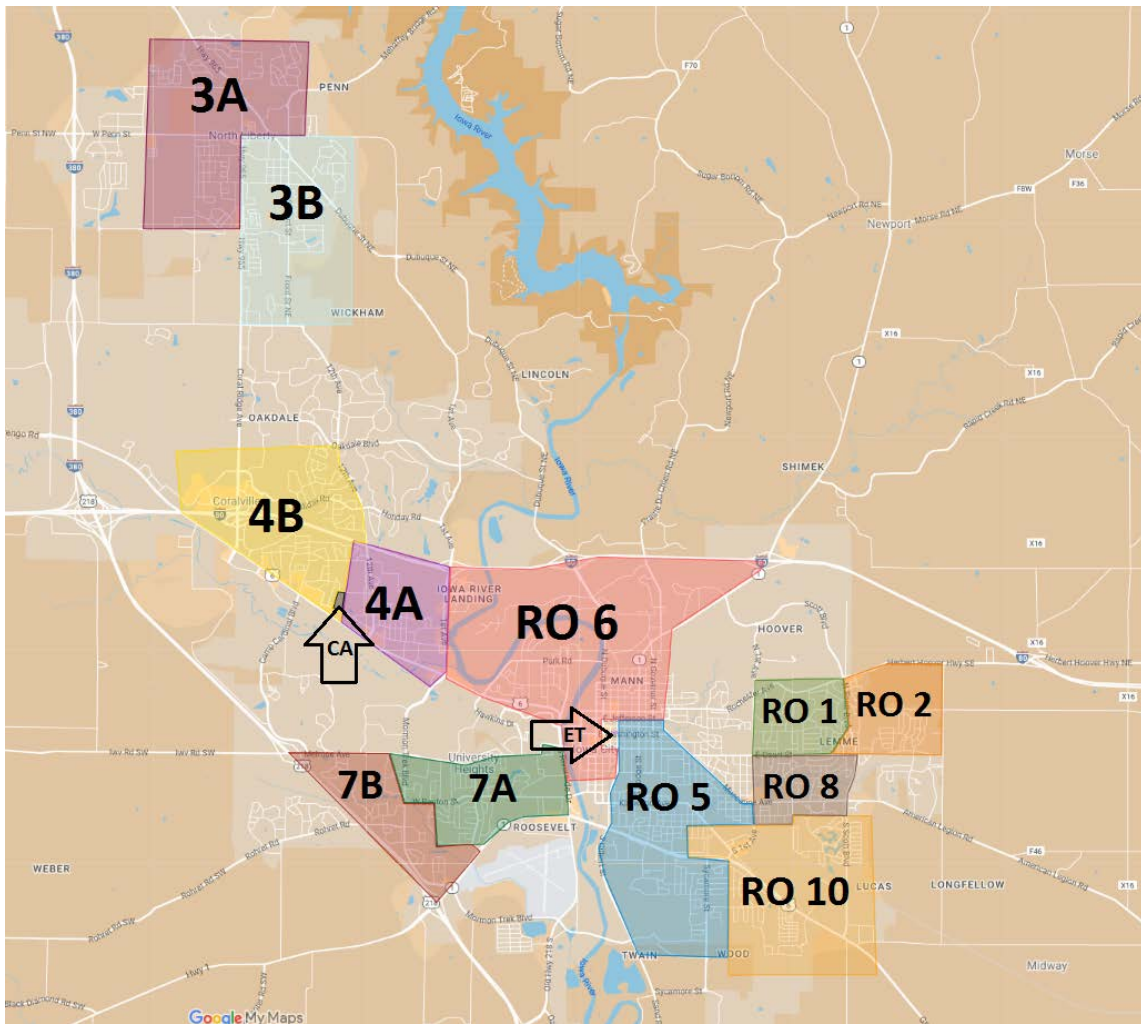
Hiawatha

Hiawatha City Hall

101 Emmons St Hiawatha, IA 52233

Meet in the front parking lot and look for the branded Meals on Wheels van. If the van is not there upon your return, please place bags and coolers inside the first set of doors to the right. Do not place in the community room.

Johnson County Routes:



Johnson County deliveries can be picked up at the Coralville office
between 10:15 and 10:30am:

2210 Ninth St., Suite 1, Coralville, IA 52241

Pick up the following items labeled with your assigned route:

- An insulated bag of meals
- A cooler of milk cartons and side dishes
- Your route folder containing your route sheet, plastic bags for easy delivery, and any extra handouts

Before you begin your delivery, review the contents of your bag and cooler to make sure it matches your route sheet!

Please do this BEFORE leaving!

Route Sheets

Route sheets are a backup tool for volunteers to reference delivery details and client requests. While they can be used for noting client information, undeliverable meals, and follow-up items for the Meals on Wheels office staff, our primary method for these tasks is the Mobile Meals App described on the next page. We expect volunteers to prioritize using the app over the route sheets.

Horizons, a Family Service Alliance
Daily Route Sheet

Rte Group: JOCO Hot Meal Routes Mileage Summary: 17.96 Total Miles
Phone: 319-398-3574 Total Stops: 12 Total Clients: 14
Route: 3A Route Desc: IC 3A NL 3A 05/22/2024 Wednesday

Client name, address, and phone number	1 - Hot Meal A Regular
Del: 1 Delivered: <input type="checkbox"/> Not Del: <input type="checkbox"/>	1 -- Milk, Whole
Driver Instructions: RING BELL, ANNOUNCE AND ENTER. Residence directions: Head east on Oakleaf St. west 0.15 mi. Turn left onto 23rd Vandelle Circle west 0.03 mi. Arrive at Vandelle Circle west 0.03 mi.	
Client name, address, and phone number	1 - Hot Meal B Regular
Del: 3 Delivered: <input type="checkbox"/> Not Del: <input type="checkbox"/>	1 -- Milk, 1%
Residence directions: Head east on Vandelle Circle toward Sadler Dr. east 0.03 mi. Turn right	
Client name, address, and phone number	1 - Hot Meal A Regular
Del: 4 Delivered: <input type="checkbox"/> Not Del: <input type="checkbox"/>	
Residence directions: Head east on Vandelle Circle toward Sadler Dr. east 0.03 mi. Turn right	
Garrett, Gilbert J. 880 Rachel St #404 1 - Hot Meal A Regular	

Driver Instructions: Door code is #0855*
Residence directions:

**Please return the sheets along with the hot bags and coolers.
Do not throw them away!**

The Mobile Meals App



In March of 2022 we introduced The Mobile Meals App to Volunteers as a way to have access to the Route Sheets on their mobile device.

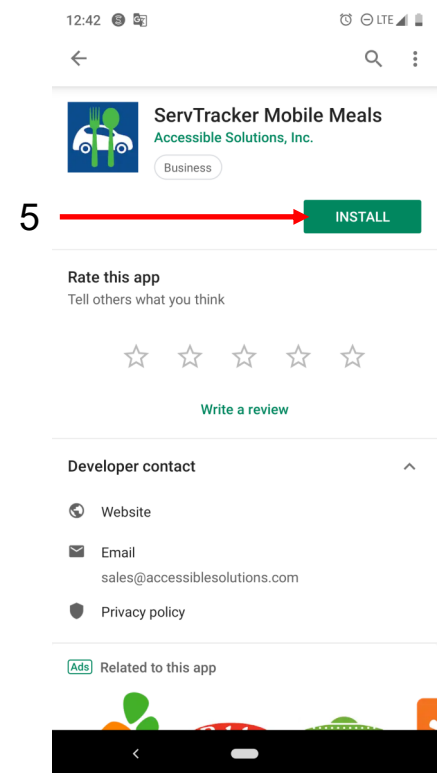
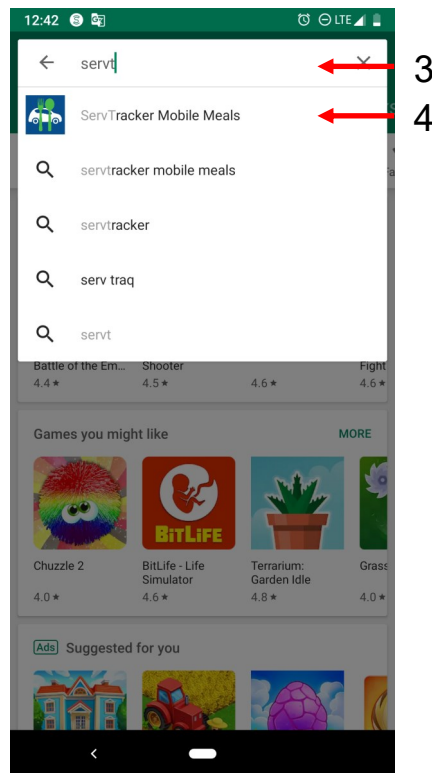
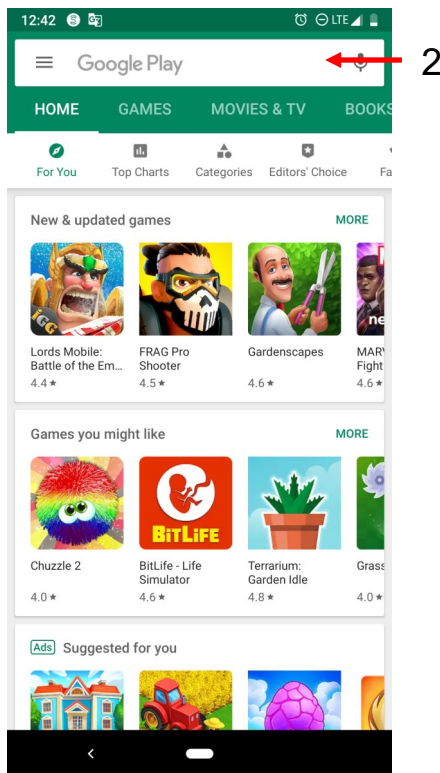
We prioritize and expect volunteers to use the mobile Meals app over the paper route sheets due to its many great features. The app includes all the information from the route sheets (address, name, phone number) and more. It offers built-in directions for every stop, eliminating the need to look them up manually. There is a call office button for any issues and a two-way chat that allows instant communication with the office, enabling us to see and respond promptly. Importantly, the app includes a section for confidential notes about clients, allowing volunteers to share real-time updates as they complete their routes. This ensures that we receive information turn by turn, rather than only at the end of the day, and helps us provide better support to our clients.

Steps to download and use the app are on the following pages.

Download Instructions of ServTracker Mobile Meals Application to Your Smartphone

Android—Google Play Store

1. Open the Play Store
2. Click the white bar at the top of the screen that says “Google Play”
3. Type in “ServTracker Mobile Meals”
4. Click on the dropdown option that matches ServTracker Mobile Meals
5. The app page will pop up. Click “Install”.

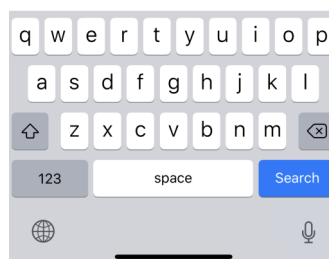
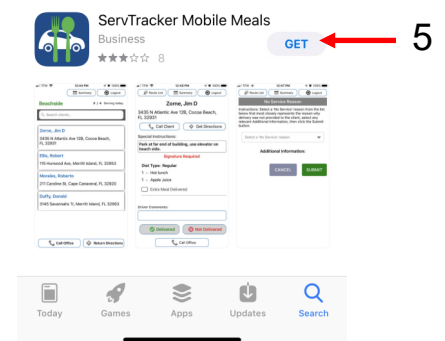
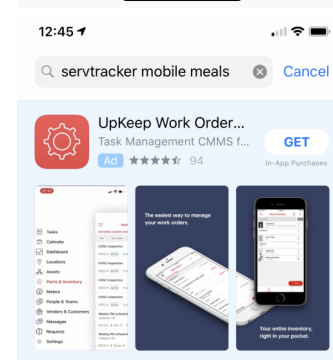
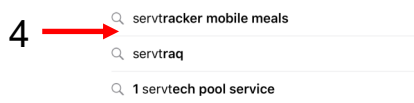
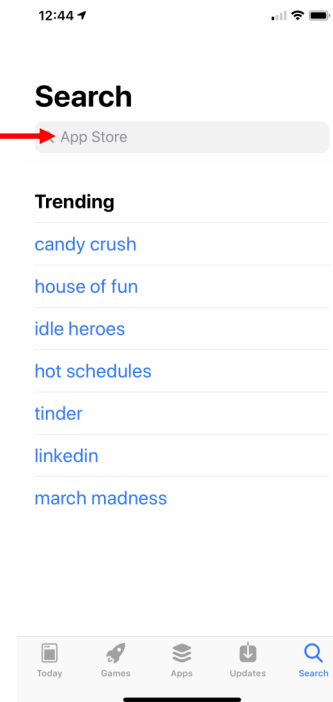
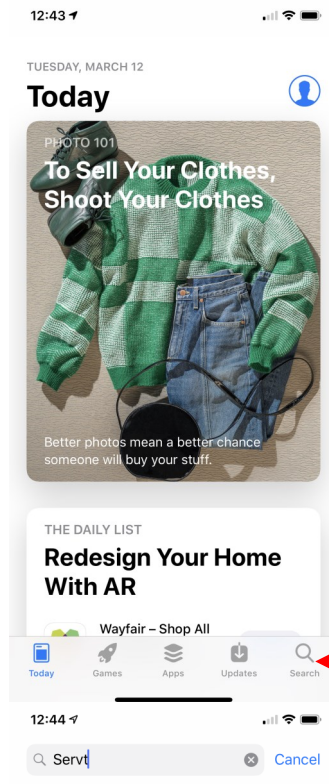


Please see reverse side of page for Apple installation instructions

Download Instructions of ServTracker Mobile Meals Application to Your Smartphone

iPhone– Apple Store

1. Open the App Store
2. Click the magnifying glass that says “Search” at the bottom right corner of the screen
3. The search page will appear. In the top gray bar that says “App Store,” type in “ServTracker Mobile Meals”
4. Click on the dropdown option that matches ServTracker Mobile Meals
5. Click the “Get” button



Please see reverse side of page for Android installation instructions



Mobile Meals Sign In Information

Driver Name: **Your Name**

Driver Contact Number: **Your 10 digit phone #**

Customer ID: **IA1002**

Route Code: **Your Route Code**

Password: **horizons**

Passkey: **horizons**

8:44 5.0.92.2

ServTracker®
Mobile Meals App

Driver Name:
Heather

Driver Contact Number:
3193753108

Customer ID:
IA1002

Route Code:
NE15

Password:
.....

Passkey:

SIGN IN

TIP: When entering the password and passkey, make sure all letters are under case.

Please clear out route code at the end of each drive.



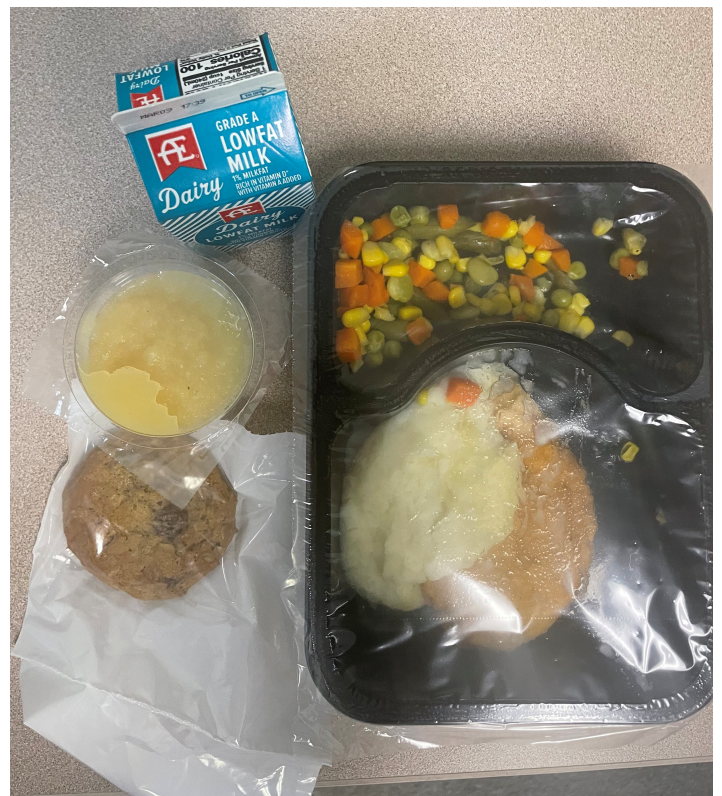
The Meals

Clients have a choice between an "A" or a "B" meal which they determine in advance. You should be provided the correct number of each meal for your route in your insulated bag. It is still good to double check the number of meals, milks, and sides in case a mistake was made.

Clients receiving "B" meals will be marked on the route sheets and all "B" meals will have a colorful circular sticker on top. Any meal without a sticker is an "A" meal.

Each client receives a tray with their main dish and hot side, a cold side, and a carton of milk.

Some clients have special delivery needs. These are referred to as "Special Meals". These will be indicated on your mobile meals app and the meal tray will be marked in the insulated bag.



Making a Delivery

- Check the notes section on your route sheet or the Mobile Meals app for any special delivery instructions.
- Special meals are noted on your route sheet and are labeled with the client's name.
- When you arrive at a client's home, knock loudly and allow **plenty** of time for the client to get to the door. Please be aware that many clients are hard of hearing and move slowly.
- Announce yourself after knocking or ringing the doorbell and then enter the house if permitted in the instructions or by the client. You are not required to enter a client's home if you do not feel comfortable doing so.
- If a client does not answer the door, please attempt to call them at the number on the app or route sheet. If there is no response, mark them as undelivered on the app and let our office know, if needed, so we can follow up with them.
- **Do not leave a meal if the client is not home unless your route sheet instructs you to.**
- Volunteers may not solicit products, religion, or fees for services.

In case of an emergency, call 911 first, then notify our office ASAP. Do not transport the client to the hospital. Stay with them until help arrives.

Delivery Return

After you have made your last delivery, please return your empty bag and cooler back to where you picked them up. Make sure you have all client notes completed on your route sheet and that you turn in anything the client has given you. These items may include choice menus, cash or checks, and welcome packet folders. If any large concerns that require follow-up came up on your route, please report this to one of the Meals on Wheels staff once you return.

Cedar Rapids return:

Bring your blue hot bags and leave them in any order on the green racks.

Kitchen Entrance

Breakfast Bags Entrance



Bring your route sheet and drop in the basket under the T.V.

Set your cooler on the green racks inside the cooler.

You enter here →

Driver's Bay garage door

Johnson County deliveries can be returned in the exact same manner as they were picked up at the Coralville office.

2210 Ninth St., Suite 1, Coralville, IA 54421

Additional Responsibilities

Volunteers are asked to do more than just deliver a meal. They are asked to provide a wellness check on our clients, to check in with them and make sure they're doing okay. You may also be asked to pass on some additional items between clients and Meals on Wheels.

Things we might send to clients through volunteers:

- Surveys
- Information packets
- Holiday cards
- Flyers
- Menus
- Etc.

Things clients might ask you to return to us:

- Completed surveys
- Signed forms
- Payments to Meals on Wheels
- Completed menus
- Etc.

Be sure to turn in anything a client wants returned to the Meals on Wheels office with your route sheet.

Breakfast Bags and Frozen Meals

Cedar Rapids Location Only

The Breakfast Bag Program is a weekly and bi-weekly delivery of staple foods that clients may have delivered. Breakfast Bag routes are picked up in the Horizon's driver's bay, the same area hot meals are picked up.

The pickup window is between 8:00am and 12:00pm. However, please notify the office if you plan to deliver after 10am.

You will pick up the following:

- A pre-packed bag of staple foods
- A cooler(s) of half gallons of milk and butter
- Frozen meals out of the white, walk-in freezer in the pantry.



Breakfast bags will be on the green rack in the order they are delivered.



Frozen Meals will be counted and inside grocery bags labeled with client's name (if special). All the frozen meals for your route will be inside the cooler bag(s) that is labeled with your route code.



Other Volunteer Opportunities:

Cedar Rapids:

- Kitchen Line Assistant: help assemble the meals and divide them into routes in the kitchen before delivery volunteers pick them up
- Breakfast Bag Packer: Assist in assembling Breakfast Bags and frozen meals for delivery
- Special Events: Help out with yearly special events, ask your Volunteer Coordinator for more details!

Johnson County:

- Vegetable Packing for Grow Johnson County: help with cutting and distributing vegetables for each route
- Panera Bread Packing: help with cutting breads and pastries and then bagging and distributing them for each route (Wednesday mornings)
- Special Events: Help out with yearly special events, ask your Volunteer Coordinator for more details!

Volunteer Scheduling with VicNet

<https://www.volgistics.com/ex2/vicnet.dll/?from=465571>

**We recommend you use Google Chrome or Internet Explorer 11.
When using VicNet on a smartphone, don't click "mobile"!**

You can access this portal on the Horizon's website homepage

Go to horizonsfamily.com

Scroll down on the homepage until you see the
yellow button that says
Current Volunteer Vicnet Portal

Horizons Family Services
819 5th St SE
PO Box 667
Cedar Rapids, IA 52406-0667

Phone: [319-398-3943](tel:319-398-3943)
[877-653-3123](tel:877-653-3123)

Fax: 319-398-3577
877-453-2775

Meals on Wheels of Johnson County

Careers

Volunteer Portal

Blog

United Way
United Way of East Central Iowa

United Way
United Way of Johnson & Washington Counties

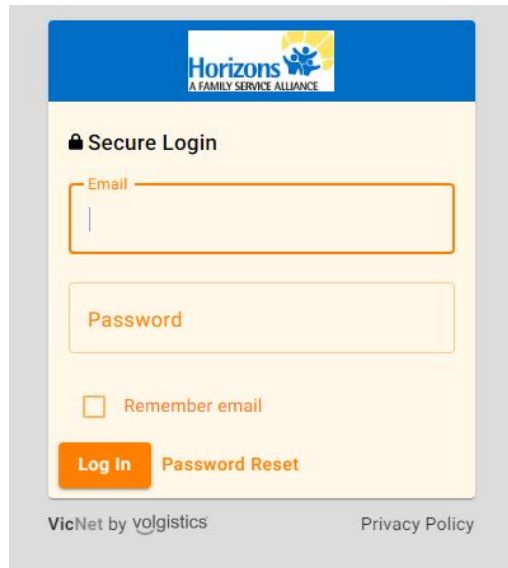
MEALS ON WHEELS AMERICA

Logging In

Login Name: Your email on file with Horizons

Temporary Password: MOW Volunteer

The first time you log in, you will use the temporary password!



You will immediately change your password to something of your choice. You will use this to log in moving forward!




Horizons Volunteer Information Center

Volunteer information for Kami ZbanekHill

[Home](#) [Mail](#) [My Profile](#) [My Schedule](#) [My Service History](#) [Time Sheet](#) [Account](#)

You must reset your password [Help](#)

You have a temporary password. **You must enter a new password** before you can access your volunteer information. Enter your current password, enter your new password twice, and  click the Save button.

Your new password must:

- Be different from your current password.
- Be between 6 and 30 characters long.
- Contain both letters and numbers.

Enter your **temporary** password here:

*(Required)

Enter your **new** password here:

*(Required)

Enter your **new** password again:

*(Required)

[Help](#)

[Save](#)

There are two ways to be scheduled.
Click the [My Schedule](#) Tab



Your regularly assigned volunteer shift. This is the shift you are in the same time every week. The Volunteer Coordinator will put you in that shift as an on-going volunteer. You can REMOVE yourself from that shift. If you are driving, the times listed are your food pickup window!



Volunteer information for Kan

[Home](#) [Mail](#) [My Profile](#) [My Schedule](#) [My](#)

Schedule for
Tuesday, March 30, 2021

You are scheduled

[Remove me](#) 10:00am to 11:00am
SW 4



You may schedule yourself in an open shift. You can pick up a shift that is open by clicking the "Help Wanted" balloons and then "Schedule Me"

[Prev month](#) [Next month](#) **March 2021**

Sunday	Monday	Tuesday	Wednesday
	1	2	3
7	8	9	10
14	15	16	17
21	22	23	24
28	29	30	31

Volunteer information for Kami ZbanekHill

[Home](#) [Mail](#) [My Profile](#) [My Schedule](#) [My Service History](#) [Time Sheet](#) [Account](#)

Schedule for
Tuesday, March 16, 2021 [Previous day](#) [Next day](#)

Schedule

SW 4
[Schedule me](#) 10:00am to 11:00am Open
1 volunteer still needed

[Calendar view](#)

[Exit](#)

Submitting Hours and Miles

Please log in to VicNet and add in your hours via the **Time Sheet** tab within 48 hours of your volunteer shift. This ensures that your hours are always up to date!

A

Enter the date of your shift.

B

Choose the route you drove or the job you did from the dropdown menu.

C

Enter how long your route took you or how long you worked.

Time Sheet

What was the date of your service?

Which assignment did you serve in?

How many hours did you serve? hours, minutes

How many Miles?

[Continue](#)

More Than a Meal

Wellness Checks and Warning Signs of Elder Abuse/Neglect

As a Meals on Wheels volunteer, sometimes you are the only interaction a client has in a day. This makes you valuable "eyes and ears" for the well-being of our clients. Your delivery also serves as a well-check for many of our clients who do not have loved ones close by. Many of our clients are living with disability, chronic conditions, and frailty.

If you notice any of the following changes in a client, notify the Meals on Wheels office unless it is an emergency, then please call 911 first.

- Slurred speech or inability to speak
- Changes in mobility
- Difficulty breathing
- Disorientation
- Extreme dizziness
- Inadequate heat or air conditioning
- Safety hazards

Types of Elder Abuse

An unfortunate reality of Meals on Wheels volunteers is that you may be in a position to witness or suspect elder abuse involving our clients. It is important to recognize the signs and symptoms of different types of elder abuse so you are able to report any observations back to the Meals of Wheels office.

Physical: Use of force to threaten or inflict physical pain or injury. Usually involves physical contact intended to intimidate or cause pain/suffering

Emotional: Verbal attacks, threats, or rejection in order to intentionally cause feelings of isolation, low self-esteem and emotional pain

Sexual: Non-consensual sexual contact of any kind that is seen or reported

Exploitation: Theft, fraud, misuse, or concealment of funds, property, or assets

Neglect: Refusal or failure by those responsible to provide for an elder's physical, emotional, or safety needs including: food, shelter, health care, or protection

Abandonment: Desertion of an elder by anyone who has assumed the responsibility for care or custody

Self-Neglect: Self neglect accounts for the majority of cases reported to adult protection services. Most often, the problem is paired with declining health, isolation, Alzheimer's disease, dementia, or drug and/or alcohol dependency

Examples of Elder Abuse

Physical:

- Unexplained bruises, welts, burns, or scars
- Broken bones, sprains, or dislocations
- Failure to take prescription medication
- Broken eyeglasses
- Signs of restraint (such as rope marks on wrist)
- Refusal from caregiver to see the elder alone

Emotional:

- Threatening, belittling, or controlling caregiver behavior
- Elder behavior that resembles dementia (rocking, sucking, mumbling to oneself)
- Elder withdrawals from normal activity
- Unexplained changes in behavior

Sexual

- An elder's report of being sexually assaulted

Neglect:

- Unusual weight loss, malnutrition, or dehydration
- Untreated physical problems
- Unsanitary living conditions (dirt, bugs, soiled clothes)
- Unsuitable clothing or covering for weather
- Unsafe living conditions (no heat or running water)
- Lack of medical care

Two General Signs of Elder Abuse:

- Frequent arguments or tension between the caregiver and the elderly
- Changes in personality or behavior in the elder

You might find yourself observing a concerning situation that compels you to take further action. Horizons is your resource for these types of situations. Please notify the More than a Meal Coordinator with your concerns. As much as we endeavor to do for our clients, it often will never feel like it is enough. Let us use our vast network of resources to suggest solution for help.

Your Impact

January 2024 Client Survey Results

Linn County:

Improved Outcomes:

- 92% say they have increased access to healthy food

Improved health:

- 88% say Meals on Wheels increased their nutritional intake
- 88% say their mental health has improved

Relationships:

- 88% say they feel less isolated
- 90% says Meals on Wheels allows their family to feel more secure about their safety

Johnson County:

Improved Outcomes:

- 98% say they have increased access to healthy food

Improved health:

- 79% say they have improved overall health and wellness because they receive Meals on Wheels
- 72% say their mental health has improved

Relationships:

- 96% say they feel less isolated
- 86% say Meals on Wheels allows their family to feel more secure about their safety

FAQ

What if I can't make my shift?

-Remove yourself from the schedule on VicNet or let us know via phone or email as soon as you know you will miss a shift

-We ask that you try not to take yourself off a shift within one week, barring illness or emergency. This helps us find coverage and ensure that your route will be filled in your absence.

Contact Information:

Meals on Wheels: 319-398-3574

Cedar Rapids: volunteer@horizonsfamily.org 319-375-3108

Johnson County: jocovolunteers@horizonsfamily.org 319-375-3161

What if the client is not home?

-You should mark "not delivered" on the app or route sheet. If you have a concern about the client please mark it in the notes or let a Meals on Wheels staff member know. You may give the meal to someone else on the route or return it with your bag and cooler. Please **do not** leave the meal if the client is not home unless you are instructed to do so by a Meals on Wheels staff member.

What if the weather is bad?

-Our first priority during bad weather is both your safety and the safety of our clients. Horizon's Meals on Wheels may cancel deliveries if the weather is hazardous or produced unsafe conditions. Scheduled volunteers will receive an email/call and an announcement will be posted on VicNet if their route is canceled. Staff will notify clients via phone if service is canceled. Local radio and TV stations may also announce closing. Listen for "Horizons, A Family Service Alliance".

Do I have to enter a client's home?

-Volunteers are not required to enter a client's home if they do not feel comfortable doing so. Some clients may ask for extra assistance and you may do so only if you are willing and comfortable, but you are never asked to do more than deliver a meal.

How can I have my hours verified for school/work requirements?

-Please reach out to your Volunteer Coordinator with any paperwork you need signed. You can access your service history in your VicNet account. We cannot guarantee that we can fulfill your volunteer hour requirement. However, if you reach out to us with plenty of notice, we will do our best to give you a meaningful volunteer experience that will mutually benefit Horizons and its' programs.

If you have any other questions or concerns please reach out to a Meals on Wheels staff member.

Expectations for Volunteers

A

Keep your contact information up to date

B

Report all concerns regarding clients to the Meals on Wheels office as soon as possible

C

Communicate absences in a timely manner
Review schedule regularly to ensure accuracy

D

Check VicNet announcements regularly

What you can expect from us

A

Maintain current list of volunteers in Volgistics in their appropriate assignments

B

Ensure all volunteers and staff receive proper training and communication in a timely manner

C

Maintain accurate records of volunteer hours and mileage if needed

Thank You For All You Do

Meals on Wheels could not function without you.

THANK YOU!

YOU ARE VERY MUCH APPRECIATED!

**Meals  on
Wheels**

Horizons 
A FAMILY SERVICE ALLIANCE