



MEALS *on* WHEELS
WAKE COUNTY

VOLUNTEER HANDBOOK

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Purpose of the Volunteer Handbook

Welcome to Meals on Wheels of Wake County!

Volunteers are the heart of our mission, and we rely on dedicated neighbors like you every weekday to deliver meals and connections across Wake County.

This Volunteer Handbook introduces you to Meals on Wheels Wake County (MOWW) and provides key information to support you in your volunteer role. It's organized by topic so you can quickly find what you need, but no handbook can answer every question. If anything is unclear or you'd like more guidance, your Site Manager is always happy to help.

Please take time to review and become familiar with the handbook. It will answer many of your questions and help you feel confident and prepared as you serve.

Thank you for sharing your time, energy, and compassion. We hope your experience with Meals on Wheels Wake County is meaningful, rewarding, and filled with connections.

About Meals on Wheels Wake County

Mission

Our mission at Meals on Wheels of Wake County is to nourish, enrich, and strengthen the lives of older adults through daily meal delivery and human connections.

Our Program

We serve lunchtime meals to over 1,500 homebound seniors and persons with disabilities in Wake County. Our outreach consists of hot meals for homebound individuals, communal dining for adults 60+ at our Friendship Cafes, and frozen meal service for dialysis patients and other homebound individuals in isolated areas. Over 2,200 volunteers help us deliver meals Monday through Friday each week.

Meals on Wheels of Wake County was founded on February 12, 1974, with ten volunteers meeting at Hillyer Christian Church to deliver meals in downtown Raleigh. Since then, over 10 million meals have been served in Wake County alone. Meals on Wheels of Wake County is associated with the Meals on Wheels America, which is comprised of over 5,000 Senior Nutrition Programs and 800,000 volunteers in the U.S. dedicated to ending senior hunger.

Why We Serve

Meals on Wheels allows older adults in Wake County to maintain their dignity and independence and remain in their homes. When a volunteer delivers a meal to a homebound recipient, we are not only providing a meal, but we are also providing a visit and a check up. It is comforting to family members to know that someone is stopping in daily to be sure that everything is okay. Over the years, we have touched so many lives in Wake County and beyond by reaching out to our seniors and people with disabilities to keep them connected to our community.

Where do we get funding?

MOW receives approximately 50% of its annual budget from federal funding - primarily from the Older Americans Act (title 3). Another 45% to 50% comes from private fundraising. Sources of private fundraising are donations from individuals (65%), foundations (21%), corporations (11%), and churches/civic organizations (3%). Other, smaller funding comes from the city of Raleigh and Wake County.

What meals are served?

A hot lunch is served Monday through Friday. A protein with two sides as well as a bag with bread, fruit, and a milk is provided. When we get donations of breakfast bags or lunch kits, these are also delivered. From time to time, we may deliver other items such as pet food, fans, and personal items.

Who receives meals?

Meals on Wheels serves home-delivered meals to residents of Wake County who are 60 years old and over and are homebound and vulnerable. Homebound means the applicant cannot work, volunteer, drive or leave their residence without assistance. Vulnerable means the applicant is unable to perform the basic activities of daily living without assistance due to physical, cognitive, emotional, psychological, or social impairments.

Our Friendship Cafes serve anyone who is 60 or older and can get to one of our dining sites located throughout Wake County.

Locations & Site Manager Contact Info

Home Delivery

Blair Drive Main Office

1001 Blair Drive, Raleigh

blair@wakemow.org

919.833.1749

North Raleigh

Saint Andrew's Presbyterian Church

7506 Falls of Neuse, Raleigh

northraleigh@wakemow.org

984.212.0519

Apex

United Church

816 E. Williams Street, Apex

apex@wakemow.org

984.202.0788

Cary

Resurrection Lutheran Church

100 Lochmere Drive, Cary

cary@wakemow.org

919.830.1566

Knightdale

Green Pines Baptist Church

1498 Hodge Road, Knightdale

knightdale@wakemow.org

984.202.0894

Zebulon

114 W. Sycamore St., Zebulon

zebulon@wakemow.org

919.817.0414

Both Home Delivery and Friendship Cafe

Garner

Garner Senior Center 205 E. Garner Road, Garner

Home delivery: garner@wakemow.org

Friendship Café: garnercongregate@wakemow.org

984.222.0044

Morrisville

922 N. Church Street, Morrisville

Home Delivery: morrisville@wakemow.org

Friendship Café: morrisvillecongregate@wakemow.org

919.815.0084

Pine Acres

Pine Acres Community Center

402 McLean Street, Fuquay-Varina

Home Delivery: pineacres@wakemow.org

Friendship Café: pineacrescongregate@wakemow.org

919.552.5825

Wendell

East Wake Senior Center 323 Lake Drive, Wendell

Home Delivery: wendell@wakemow.org

Friendship Café: wendellcongregate@wakemow.org

919.365.4684

Wake Forest

Wake Forest Senior Center

Wake Forest, NC

Home Delivery: wakeforest@wakemow.org

Friendship Café: wakeforestcongregate@wakemow.org

919.602.2533

Friendship Cafes

Capital Towers

Capital Towers
4812 Six Forks Road, Raleigh, NC
Capitaltowers@wakemow.org
919.999.2729

Five Points

Five Points Center For Active Adults
2000 Noble Road, Raleigh
fivepoints@wakemow.org
919.322.1694

Redeeming Love

Redeeming Love Baptist Church
3425 Rock Quarry Road, Raleigh
[redeeminglove@wakemow.org](mailto:redeminglove@wakemow.org)
919.665.8885

Rosenwald

Rosenwald
9109 Sauls Road, Raleigh
rosenwald@wakemow.org
919.779.6401

White Oak

White Oak Baptist Church
1621 White Oak Church Rd, Apex
Whiteoak@wakemow.org
919-372-5059

Program Director & Staff

1001 Blair Drive, Raleigh
919.833.1749

MOWW Holidays

We will be closed the following holidays, but sometimes dates are observed on weekdays when the holiday falls on a weekend, for exact dates speak with your Site Manager.

New Year's Day, Martin Luther King Holiday, Good Friday, Memorial Day, Juneteenth, 4th of July Holiday, Labor Day, Veteran's Day, Thanksgiving and the day after, Christmas Eve, Christmas Day, and the day after Christmas.

Inclement Weather

Meals on Wheels of Wake County will strive to decide on weather-related closures by 6:00 AM on the affected day.

If severe conditions require canceling meal delivery, notifications will be issued:

- By email from your Site Manager
- As a banner on our website
- On social media
- On WRAL

In Case of Emergency

Meals on Wheels drivers may encounter clients in emergency situations. If this occurs, our priority is to ensure the safety of both the volunteer and the client. The following procedure is a guide to help you obtain emergency assistance quickly and safely. Remain calm and proceed with care and caution.

- Do NOT attempt to move the client if they are on the floor or in distress.
- Check the area for safety before taking any action.
- Call 9-1-1 immediately.
- If you are trained in CPR and believe it is necessary, you may proceed with caution.
- Notify your Site Manager using the number listed in your app to report the emergency.

In most cases, you may resume your route after emergency services arrive. After the incident, communication with your coordinator is essential. Experiencing an emergency can be difficult; speaking with your Site Coordinator can help ease stress. Program staff are also here to support you and take control of the situation if needed.

Volunteer Opportunities

Opportunities for Individuals

Delivery Drivers pick-up meals at one of our multiple convenient sites around Wake County, near your home or work, and deliver to homebound individuals. The arrival time to pick up meals is between 10 and 11am and deliveries are completed in the driver's personal car in about an hour. Drivers can commit to a regular shift daily, weekly, monthly, or serve as a substitute.

Café Drivers pick up bulk meals at Blair Drive and deliver to a café in Wake County. Coordinate with Sharon and Kelee to build this new role.

Packers: Help pack cold and fresh meal supplement bags on weekdays from about 9:30 to 10:30am at sites around Wake County. The bags are then delivered to homebound individuals with their hot meals.

Program Site Ambassadors serve as the point person to welcome and support fellow volunteers by welcoming them, training, and supporting them as they learn their new role. Ambassadors serve on weekdays from about 9am to 11am at site locations across the county.

Friendship Café Helpers create a warm, welcoming space for seniors by assisting with check-in, set-up, meal service, clean-up, and light activities or games. Their presence helps ensure a positive experience for each guest. Weekdays between 9:30am–12:30pm. Volunteers may serve regularly or as substitutes.

Pet Food Delivery Drivers connect homebound pet owners with critical food for their pets by picking up donated food from partner organizations, such as the SPCA, organizing it, and delivering it to distribution sites.

Special Projects volunteers work closely with staff to provide strategic and operational support for development initiatives, program expansion, volunteer appreciation events, community engagement and more. Hours are variable and determined by the project team members.

Board of Directors serve in an advisory capacity to the organization, help guide the organization's mission, ensure financial oversight, and support strategic decisions.

Internships are available for those who are interested in gaining professional work experience in such areas as social work, volunteer management, marketing, technology support, data science, and more. *Reports to department staff.*

Opportunities For Groups: Day of Service

Meal Delivery in small groups of 1-4, following a delivery route with GPS via the MOW app. Volunteers hand-carry hot meals and cold sides to the homes of homebound seniors, offer a friendly hello and kind concern. Most routes can be completed in an hour or less. Well suited for groups of 3-20 volunteers.

Breakfast Bag Packers assemble bags with shelf-stable, nutritious breakfast items to be distributed with lunch meal delivery. Bags can be put together onsite or offsite and delivered to Meals on Wheels. Groups are kindly asked to provide the ingredients and supplies. Well suited for larger groups who can pack bags off site and deliver to Meals on Wheels.

Meal Kit Packers assemble shelf-stable, nutritious meals that seniors can use in case of a storm and power loss. Bags can be put together onsite or offsite and delivered to Meals on Wheels. Groups are kindly asked to provide the ingredients and supplies. Well suited for larger groups who can pack bags off site and deliver to Meals on Wheels.

Special Holiday Bags can be assembled with holiday themed gifts and shelf-stable food items. Groups are kindly asked to provide the ingredients and supplies. Well suited for larger groups who can pack bags off site and deliver to Meals on Wheels.

Special Café Meal volunteers work with café managers to offer a special meal to clients. Holiday themed meals, international cuisine, dessert buffets, and ice cream sundaes are some examples of special meals that clients enjoy. Groups are kindly asked to provide the meal and paper products. Well suited for groups of 5-10 volunteers.

Special Café Activity and work with café managers to offer special activities for clients. Lectures, adaptive exercise, music and art activities, and storytelling are some examples of programs appreciated by café clients. Groups are kindly asked to provide the activity supplies. Well suited for groups of 6-8 volunteers.

Volunteer Appreciation Bag Packers assemble bags with snacks and items handy for delivery drivers to support their work and show appreciation for the impact they have on our community. Groups are kindly asked to provide the ingredients and supplies. Well suited for larger groups who can pack bags off site and deliver to Meals on Wheels.

Card Writers complete notecards to program clients with words of encouragement. The cards are distributed to homebound clients to give them a little morale boost and show them that their community cares. Groups are kindly asked to provide supplies. Well suited for larger groups who can pack bags off site and deliver to Meals on Wheels.

Special Projects volunteers work closely with staff to provide strategic and operational support for development initiatives, program expansion, volunteer appreciation events, community engagement and more. Hours are variable and determined by the project team members.

Opportunities For Groups: Ongoing Commitments

Adopt a Route by committing to cover a meal delivery route weekly or monthly and take a hot meal and sides to a homebound senior. Commit for a period of time, usually 6 months to a 1 year. The group coordinator ensures that volunteers are scheduled and reminded about the commitment. Drivers provide their personal vehicles.

Adopt a Café Meal volunteers work with café managers to offer a special monthly meal to clients. Birthday meals, pizza parties, and ice cream sundaes are some examples of special meals that clients enjoy. Groups are kindly asked to provide the meal and paper products.

Adopt a Café Activity by committing to a monthly activity. Activities vary according to the interests of the café clients and can be determined in consultation with the café manager. Examples include monthly bingo, craft project, lecture series, etc. Groups are kindly asked to provide the activity supplies.

Card Writers complete notecards to program clients with words of encouragement. The cards are distributed to homebound clients to give them a little morale boost and show them that their community cares. Groups are kindly asked to provide the supplies.

Application and Onboarding Process

To ensure all volunteers are prepared and supported before beginning service, Meals on Wheels of Wake County follows a simple onboarding process. Please complete each step in the order listed below.

1. Volunteer Application

All new volunteers must submit a Volunteer Application. This provides essential information that helps us match you with appropriate volunteer opportunities.

2. Background Check

After your application is received, you will be sent an email from *Sterling Volunteers* with instructions for completing a background check. Eligibility will be determined based on the company background check policy, which is available upon request. This step is required for all volunteer roles to ensure the safety of our clients.

3. Virtual Orientation

Once your background check is approved, you will receive an invitation to schedule your Virtual Orientation. During orientation, staff will review program guidelines, safety procedures, and what to expect during a typical volunteer shift. This session ensures that all volunteers begin their service confident and well-prepared.

4. Get Started

After you've completed these steps, you'll be matched with a site coordinator who will send you a welcome email and help you begin volunteering with MOWW.

5. Schedule Your Routes

After you're approved to volunteer, you'll also receive an email inviting you to set up an account in MOW Scheduler, where you can select a shift and schedule yourself.

You can also ask your Site Manager to schedule you, especially if you'd like a recurring shift.

Delivery Guidelines

Best Practices

- Use the Mobile Meals App for route management and updates.
- Bring two large, insulated coolers to keep meals at the proper temperature.
- Include a few ice packs to maintain food safety during transport.
- Ensure your vehicle has a full tank of gas before starting your route.
- Hand-deliver all meals directly to the client.
- Arrive on your scheduled day or cancel as early as possible if you cannot complete your route.
- Contact your Site Manager with any questions or concerns.

Important Restrictions

- Meals must never be left outside (on a porch, doorstep, or any other location).

- Return any borrowed totes promptly after delivery.
- Do not arrive for delivery unless you are scheduled by a Site Manager or through MOW Scheduler.
- Children may not volunteer without adult supervision.

Volunteer Rights and Responsibilities

At Meals on Wheels Wake County (MOWW), volunteers are essential partners in fulfilling our mission to serve older adults and individuals in need. We value your time, commitment, and dedication. To ensure a positive and productive experience, we outline the following rights and responsibilities that guide our partnership:

Volunteer Rights

As a volunteer, you are entitled to:

- Work in a safe and healthy environment.
- Receive accurate and transparent information about MOWW.
- Access the Volunteer Handbook and any policies or procedures relevant to your role.
- Have a clear role description and agreed-upon hours of service.
- Participate in an orientation to MOWW and your volunteer responsibilities.
- Have your personal and confidential information handled in compliance with applicable laws.
- Receive appropriate training and ongoing support to perform your duties effectively.

Volunteer Responsibilities

As a volunteer, you are expected to:

- Be dependable and honor your commitments.
- Always maintain confidentiality.
- Perform your duties in accordance with your role description.
- Take responsibility for your actions.
- Demonstrate commitment to the mission of MOWW.
- Complete required training as directed by MOWW.
- Seek assistance when needed.
- Notify your Site Manager as early as possible if you are unable to attend.
- Treat clients, staff, and fellow volunteers with courtesy and respect.
- Communicate any concerns or issues promptly to your Site Manager.
- Support and value teamwork among all members.

Volunteer Dress Code

Volunteers should dress in a clean, neat, and practical manner suitable for meal delivery. Avoid clothing with political messages, controversial content, or vulgar language. Choose attire that reflects professionalism, respect, and the values of the organization.

Maintaining Healthy Boundaries

Volunteers should provide services only as outlined in their role. If a participant needs assistance beyond your responsibilities, such as cleaning, personal care, home repairs, shopping, or transportation, add a note to the Mobile Meals app or notify your Site Manager.

To ensure safety, clarity, and professionalism:

- Keep interactions focused on the meal delivery visit.

Avoid personal involvement, including:

- Sharing personal contact information
- Providing personal favors
- Giving or receiving money or gifts of significant value
- Transporting clients
- Engaging in any relationship or behavior that could be misunderstood or compromise program integrity

If you are ever unsure about a situation or concerned about a participant's needs, consult your Site Manager for guidance.

Scheduling, Cancellations, and Absences

Our homebound clients depend on you to deliver their meals. We understand that situations may arise that prevent you from completing a route, but timely communication is essential to ensure uninterrupted service.

Scheduling

To manage your routes, sign up through MOW Scheduler at <https://wake.mowscheduler.com/>. After your first delivery, you can cancel, reschedule, or add volunteer shifts directly to the Scheduler app.

Cancellations

If you need to cancel a scheduled route, please provide at least 24 hours' notice. Advance notice allows us to reassign your route and ensure every client receives their meal. Last-minute

cancellations can leave vulnerable clients without food and create significant challenges for staff and other volunteers.

Absences

For planned absences, such as vacations, alert your Site Manager as far in advance as possible so we can arrange a substitute. In the event of an unscheduled absence, such as illness or emergency, cancel in the Scheduler app and contact your Site Manager immediately by phone, email, or text, preferably before your scheduled shift begins. The sooner you notify us, the better we can respond and maintain continuity of service.

Please note: If absenteeism becomes excessive, your volunteer relationship with MOWW may be reevaluated.

Service at the Discretion of the Organization

Meals on Wheels of Wake County (MOWW) welcomes the service of all volunteers. Participation as a volunteer is at the discretion of MOWW, and volunteers serve at will. MOWW reserves the right to modify a volunteer assignment or to conclude a volunteer's service at any time, if deemed necessary for program needs, safety, or organizational priorities.

Code of Ethics and Conduct

At Meals on Wheels of Wake County (MOWW), volunteers play a vital role in delivering compassionate service to our community. To ensure trust, safety, and professionalism, we uphold the highest ethical standards. This Code of Ethics and Conduct outlines the expectations for all volunteers and fosters a respectful, safe, and ethical environment for clients, staff, and fellow volunteers.

Expectations of Conduct

- **Comply with Laws and Policies:** Follow all applicable laws, regulations, and organizational policies. If you are unsure how a law or policy applies, consult your Site Manager.
- **Treat Everyone with Respect:** Interact with clients, staff, volunteers, donors, and community partners with courtesy, dignity, and fairness. Your behavior should reflect MOWW's values and commitment to compassionate service.
- **Avoid Conflicts of Interest:** Do not engage in activities where personal interests conflict, or appear to conflict, with MOWW's mission.

- **Protect Confidential Information:** Participant and organizational information must remain confidential and used only for authorized purposes.

Illegal or Unethical Behavior

MOWW does not tolerate illegal, unsafe, or unethical conduct. Misconduct may include, but is not limited to:

- Fraud or falsification of records
- Violations of laws or regulations
- Violence or threats
- Theft
- Drug or alcohol impairment while volunteering
- Stalking, harassment or discrimination of any kind

Stalking Policy

To protect both clients and volunteers, MOWW requires that volunteers do not visit or contact clients outside scheduled delivery times unless prior permission has been granted due to an established personal relationship. Uninvited visits or loitering at a client's residence are strictly prohibited.

Under North Carolina General Statute §14-277.3A, stalking is defined as repeated harassment or conduct directed at a person without legal purpose, causing fear for safety or significant emotional distress. Such behavior is illegal and will result in immediate termination of volunteer service.

Maintaining clear boundaries is essential. Any form of harassment or stalking will not be tolerated.

Reporting and Investigation

If you witness or suspect illegal, unsafe, or unethical behavior, report it promptly to your Site Manager or Program Director. Reports will be handled as confidentially as possible while ensuring a fair and thorough investigation. Appropriate action will be taken, and you will be informed of the outcome when appropriate.

Your integrity and professionalism help us maintain the trust of those we serve and the strength of our mission. Thank you for upholding these standards and for your commitment to making a positive impact on our community.

Drug-Free Policy

Meals on Wheels of Wake County (MOWW) is committed to providing a safe, healthy, and drug-free environment in compliance with federal, state, and local laws. This policy reinforces our commitment to the well-being of volunteers, staff, and clients.

Policy Overview

The use, possession, manufacture, distribution, or sale of illegal drugs, alcohol, or controlled substances is strictly prohibited:

- On MOWW premises or program sites
- In MOWW vehicles
- During volunteer hours

Volunteers may not be under the influence of illegal drugs (including marijuana), alcohol, or controlled substances while performing volunteer duties.

Definitions

Under the Influence: Being affected by illegal drugs, alcohol, or a combination of substances in any detectable manner.

Legal Drug: A prescribed or over-the-counter medication legally obtained and used as directed.

Illegal Drug: Any substance not legally obtainable, or legally obtainable but not legally obtained or used for its intended purpose. This includes marijuana, which is illegal under North Carolina and federal law.

Enforcement

Violation of this policy may result in immediate termination of volunteer duties.

Personal and Emergency Contact Information

It is the responsibility of each volunteer to regularly update their personal contact information and emergency contact information. This update can be made online through the MOW Scheduler Portal.

Volunteer Age Requirements and Youth Service Hours

Age Requirements

Volunteers must be at least 18 years old to drive for Meals on Wheels Wake County (MOWW). Children under 18 may accompany a parent or caregiver during deliveries Without completing an application. Youth aged 14-18 may volunteer in non-driving roles upon completion of the application process and approval to volunteer. Background checks are waived for youth.

Youth Volunteer Service Hours

Youth volunteering to fulfill required school or civic requirements may track their own hours. However, if they need an official report from MOWW, they must complete the volunteer application and follow the scheduling process, just as adult volunteers do.

Weapons Policy

Weapons are prohibited on all MOWW property. This includes conceal and carry. For the safety of our staff and clients, if you have any weapons, you will be asked to return home.

Smoking

Smoking is prohibited inside all MOWW property. For the health and safety of our clients, we ask that volunteers also refrain from smoking while delivering food.

Mileage for Tax Filing

If you itemize your federal tax return, the miles driven while delivering meals can be treated as a charitable contribution. Keep a record of all mileage incurred while driving your route, including the mileage driven between your home and the MOWW office.

Whistleblower Protection Policy

MOWW requires its directors, officers, employees, and volunteers to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. MOWW has adopted a Whistleblower Protection Policy. The policy is intended to encourage and enable employees and volunteers to raise concerns with MOWW without fear of retaliation. Following are examples of concerns that should be reported:

- Suspected illegal activity or noncompliance with laws, governmental rules and regulations or financial disclosures, accounting, internal accounting controls or auditing matters.
- Conflicts of interest
- Disclosure of confidential information
- Discrimination or harassment
- Donor stewardship – failure to provide due care with respect to donations
- Falsification of contracts, reports or records
- Misconduct or inappropriate behavior
- Safety – failure to meet requirements needed to perform all duties in a secure environment or as specified by MOWW procedures.
- Theft
- Violation of MOWW policies or procedures

Reporting Procedures

Volunteers should report suspected activities identified above with someone who can address those concerns properly. In most cases, a volunteer's Site Manager is in the best position to address an area of concern; however, if you are not comfortable speaking with your Site Manager or you are not satisfied with your Site Manager's response, you are encouraged to speak with the Program Director or other senior staff member.

The Whistleblower Protection Policy is not intended for complaints about your Site Manager – you should address these concerns with your Site Manager or their direct supervisor.

Mandatory Reporting

Meals on Wheels Wake County (MOWW) is committed to protecting clients from physical, financial, sexual, or emotional abuse. As a volunteer, you may interact with vulnerable individuals and serve as the first line of defense against harm. All volunteers must understand the signs of abuse and neglect and report their concerns immediately.

What to Report

Abuse or neglect can be physical, verbal, financial, or psychological, including:

- Hitting, slapping, or threats of violence
- Withholding food, medication, or medical care
- Use of chemical or physical restraints
- Yelling, insults, or harassment
- Misuse of funds, theft, or fraud

Warning Signs

- Injuries inconsistent with the explanation given
- Significant weight loss, dehydration, or poor hygiene
- Untreated medical or mental health conditions
- Unpaid bills despite adequate resources
- Sudden appearance of new acquaintances or absence of a caregiver
- Enforced social isolation

Self-Neglect

Occurs when an individual fails to meet basic needs for food, shelter, hygiene, medical care, or safety, creating hazardous conditions for themselves or others.

Reporting Procedures

Report suspected abuse or neglect immediately to your Site Manager. Site Managers will contact the appropriate protective services and document the report.

Key Contacts

Wake County Adult Protective Services: 919-212-7264

Wake County Police (Non-Emergency): 919-856-6900

Staff must also notify the participant's case manager verbally and follow up in writing within 48 hours. When required by law, reports must also be made to law enforcement.

Anti-Discrimination and Harassment Policy

MOWW is committed to providing an environment free of unlawful discrimination or harassment. MOWW's policy prohibits sexual harassment and discrimination or harassment because of race, religion, gender, sexual orientation, national origin, ancestry, marital status, age, or any other basis protected by federal, state or local law. MOWP's anti-discrimination and harassment policy

applies to all persons involved in its operations and prohibits discrimination or harassment by any of its employees, volunteers, and clients.

Harassment

Harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, gender, national origin or age or any other protected class or that of their relatives, friends, or associates. Harassing conduct includes, but is not limited to epithets, slurs, negative stereotyping or threatening, intimidating or hostile acts; written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is placed on walls, bulletin boards or elsewhere on MOWP's premises or circulated in the workplace.

Sexual Harassment

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct that occurs because of a volunteer's sex or gender and has the purpose or effect of unreasonably interfering with an individual's work or creating an intimidating, hostile or offensive environment.

Complaint Procedure

If you believe you have experienced discrimination or harassment, report it immediately to your Site Manager. If your Site Manager is unavailable or you feel it is inappropriate to contact them, report the matter to the Program Director. If the Program Director is unavailable, contact the Executive Director.

MOWW will investigate all complaints promptly and thoroughly. To assist in the investigation, include as much detail as possible, such as:

- A description of the incident(s)
- Names of individuals involved
- Names of any witnesses

If MOWW determines that unlawful discrimination or harassment has occurred, appropriate corrective action will be taken based on the severity of the offense.

All volunteers are expected to read and uphold the harassment policy and report any violations immediately, whether witnessed or personally experienced.

Commitment to Inclusion and Respect

Meals on Wheels of Wake County is committed to creating an environment where everyone feels valued and respected: clients, volunteers, staff, board members, and community partners alike. This commitment is central to our mission of serving homebound older adults and individuals with disabilities.

We proudly serve people from diverse backgrounds and experiences. Diversity includes, but is not limited to, differences in race, ethnicity, color, religion, gender identity, sexual orientation, age, ability, language, socioeconomic status, and homebound status. When we deliver a meal, we strive to ensure every recipient feels seen, cared for, and connected. We are more than a meal—human connection and compassion are at the heart of what we do.

Our approach recognizes and respects individual needs. By valuing different perspectives and experiences, we strengthen our ability to serve the community with sincerity and care. As we grow, we will continue to:

- Educate the community about challenges faced by older adults and individuals with disabilities.
- Partner with local organizations to stay connected and responsive to community needs.
- Explore ways to expand services, including culturally and medically tailored meals when resources allow.

Confidentiality of Information

All MOWW volunteers must maintain strict confidentiality during and after their service. This includes all client names, addresses, and any participant or volunteer information. Due to the sensitive nature of your role, you will be required to sign a confidentiality agreement, acknowledging your commitment to refrain from unauthorized use or disclosure of proprietary information and to comply with MOWW policies.

Volunteers are expected to uphold the highest standards of privacy in accordance with the Health Insurance Portability and Accountability Act (HIPAA), which protects participant information. Confidentiality is both a legal and ethical obligation essential to maintaining trust with our clients. Discussions about participant services should be conducted discreetly and never in areas where they may be overheard by unauthorized individuals.

Any breach of confidentiality or inappropriate discussion of participant information may result in immediate termination of volunteer service. Information may only be disclosed with written consent from the participant, their attorney, or guardian, except when required by funding agencies

or necessary for service coordination and program administration. Volunteers are obligated to report any violations or suspected breaches to their Site Manager.

Conflict of Interest

MOWW has adopted a conflict-of-interest policy which is designed to help volunteers of MOWW identify situations that present potential conflicts of interest and to provide MOWW with procedures to appropriately evaluate transactions where potential conflicts arise.

- Each volunteer must act in all matters in a manner that will safeguard the reputation and integrity of MOWW and will preserve and strengthen public confidence in MOWW activities.
- Likewise, volunteers should refrain from engaging in any transaction in which personal interests conflict, potentially conflict or appear to conflict with those of MOWW. An actual or potential conflict of interest occurs when a volunteer is in a position to influence a decision that may result in a personal gain for yourself or for a relative as a result of MOWW's business dealings. For the purposes of this policy, a relative is a person who is related by blood or marriage, or whose relationship with the volunteer is similar to that of persons who are related by blood or marriage.
- No volunteer shall accept payment of any kind (including gifts, cash, discounts, concessions, services or other similar items or benefits) for services rendered as part of his or her volunteer service.
- No volunteer shall use MOWW stationery or any title of MOWW or refer to MOWW or misidentify themselves as an employee thereof in connection with any matter as to which they are not authorized as a representative of MOWW and to express an opinion on its behalf.

Participation in any activity prohibited by this policy can result in the termination of volunteer service.

Solicitation Policy

MOWW prohibits any volunteer from soliciting any of its clients, staff, volunteers or visitors and/or distributing any literature, pamphlets or other materials on MOWW premises, except for approved MOWW business. MOWW prohibits any volunteer from soliciting, collecting from, or selling to any other volunteer, staff or participant during the working time of the soliciting person or of the person being solicited. In addition, the posting of written solicitations on company bulletin boards is prohibited. Such boards are reserved for official organization communications such as federal and state labor law information, community partner, volunteer and staff announcements, internal memoranda, organizational announcements, etc. Any violation of this policy may result in immediate termination of volunteer service.

Use of Personal Vehicles for MOWW

Some positions will require the use of a volunteer's private vehicle. Maintaining a valid driver's license and current auto insurance is a requirement for these positions.

Valid Driver's License

All operators of personal vehicles on MOWW business must have a valid driver's license. No volunteer with a suspended license may operate a vehicle on MOWP business until the license has been reinstated. Drivers must be at least 18 years of age.

Insurance

All drivers of personal vehicles on MOWW business must have full liability insurance (personal injury and property damage) at least the minimum limits required under state law. No volunteer with expired insurance may operate a vehicle on MOWW business until the insurance has been renewed.

Operating Expenses

MOWW will not reimburse volunteers using a personal vehicle. Operating expenses are considered a donation. Mileage should be tracked by each volunteer and can be used as a deduction on an itemized tax form.

Safety

MOWW expects volunteers to operate personal vehicles in strict compliance with all traffic laws and regulations. Drivers and passengers are all required to wear seatbelts.

Traffic Violations & Accidents

A volunteer who receives any parking or traffic citation or is involved in an accident while using their personal vehicle on MOWW business is responsible for all fines, court costs, etc.

Any violation of the above policy regarding vehicles or misrepresentation of eligibility to use a personal vehicle on MOWW business may result in termination of volunteer service.

Return of Property

Volunteers are responsible for MOWW property which includes all materials, reusable totes, etc issued to volunteers or in volunteer's possession or control. All MOWW property must be returned at the end of your shift. MOWW may take all actions deemed appropriate to recover or protect its property.

Ending Your Volunteer Service

We truly value the time, energy, and dedication you have given to MOWW. If you decide to conclude your volunteer service, you may resign at any time. However, we kindly request that you provide your Site Manager with at least two weeks' notice whenever possible. This helps us ensure a smooth transition and maintain continuity of service for our clients.

As part of this process, we ask that you participate in a brief exit interview with your Site Manager or Volunteer Coordinator. This conversation allows us to express our gratitude, gather feedback, and learn from your experience to improve our program. A summary of this interview should be recorded in your Scheduler account for future reference.

Volunteer Dismissal

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed attempts to reconcile the solution will be made including a meeting between Site Manager, program director and volunteers involved. Dismissal of a volunteer may take place if a volunteer is unreliable,

irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of MOWW.

If a volunteer is dismissed, the volunteer program director and senior staff should be notified and a note regarding the dismissal should be included in the volunteer's Scheduler account. The volunteer's Scheduler account should be deactivated.

Volunteer Handbook Acknowledgement

By receiving this document, I acknowledge that I have received and reviewed the MOWW Volunteer Handbook, which outlines the obligations of my volunteer service.

Receipt of this handbook implies my consent to comply with all policies, procedures, and standards contained within.