

## MILEAGE REIMBURSEMENT

The miles you drive as a volunteer for a charitable organization such as CMOW are tax deductible. Let the office know if you would like us to keep track.

## GIFTS

If clients offer you a tip, please refuse. If they offer you a gift, you will need to use your judgment. Many of the items you will be offered will be handcrafted and refusing them would be an insult. If this becomes a real problem, or you feel the gifts are large, expensive and inappropriate, let us know and we will intervene.

## NON DELIVERY HOLIDAYS OBSERVED

New Year's Day

Memorial Day

4<sup>th</sup> of July (celebrated day)

Labor Day

Thanksgiving Day

Christmas Day

## WINTER WEATHER / OTHER EMERGENCIES

CMoW is closed whenever the Corning-Painted Post School district is closed due to inclement weather. A public service announcement is made via the following TV and radio stations: WENY 36, WETM 18, WINK 106, Pem Pines. The decision is usually made by 7:30 am that morning.

## CONFIDENTIALITY

Maintaining client confidentiality is important for legal, privacy and safety reasons.

The wording of the Federal regulation is as follows:

*"(a) Confidentiality. The agency must have procedures to ensure that no information about an older person, or obtained from an older person by a service provider or the State or the agency, is disclosed by the provider or the agency in a form that identifies the person without the informed consent of the person or of his or her legal representative, ...."*

We encourage you to talk about your volunteer work, but please DO NOT mention clients' names, addresses or any details that could identify them.

**THIS REQUIREMENT IS BINDING UPON YOU AS A VOLUNTEER.**

### **A FEW "DO'S" AND "DON'TS"**

#### DO:

- Always close the delivery containers tightly between each delivery.
- Keep a cheerful, upbeat attitude with the clients.
- Always leave a red note on the door and call the office if there is no response from a client.
- Respect the client's home and property.

#### DON'T:

- Do not accept gifts of any value.
- Learn to walk toward the door as you talk to the client. Don't remain too long, because others are waiting.
- Don't solicit clients. This includes handing out business cards or religious materials.
- Don't leave a meal on the table or counter unless the client is going to eat it right away. Always put the meal in the refrigerator if no one is available.
- Don't break a window or pick a lock to gain entry. If you see a client has fallen or is unconscious on the floor, call 911 and then the office.

**IF YOU FIND A CLIENT ON THE FLOOR, ASSURE THEM THAT HELP IS ON THE WAY. DO NOT MOVE OR ATTEMPT TO LIFT THE CLIENT**

**MAKE NO STATEMENTS TO THE MEDIA other than the following:  
PRELIMINARY STATEMENT**

**This statement may be released to the media, until the facts are known.**

Our mission is to bring home-delivered meals to the frail, home-bound elderly and handicapped served by our program. We care about the people involved in this unfortunate situation and we want to give you current and accurate information. We will have it for you very quickly. An official spokesperson will be designated and will be available shortly.



**Handbook for**

## **Driver/Visitor Volunteers**



**Community Partner**

**144 CEDAR STREET  
CORNING, NY 14830  
(607)962-7985**

**www.cmowheels.com  
[cmowheels@aol.com](mailto:cmowheels@aol.com)**

**www.facebook.com/CMoWs**

Corning Meals on Wheels Inc. is:  
A United Way Agency and an affiliate of the NYS  
Office for Aging, Administration on Aging and the  
Steuben County Office for Aging.

## MISSION STATEMENT

To provide nutritionally balanced meals to the elderly, homebound and frail of the Greater Corning-Painted Post area, who are unable to prepare or obtain meals for themselves.

### NON – DISCRIMINATION POLICY

Corning Meals on Wheels, Inc. is committed to equal opportunity for all of Corning/Painted Post.

No individual shall be excluded from participation in our program due to race, color, creed, religious belief, gender, sexual orientation, national origin, age, mental or physical handicap, political affiliation, or marital status.

If any individual feels he/she has been discriminated against on the above grounds, that person has a right to file a discrimination complaint.

## INSURANCE

In order to protect ourselves and the volunteers CMOW does carry insurance. Your vehicle and medical insurance is the primary insurance. If more insurance is needed ours will start in. RSVP volunteers have additional insurance that will cover you.

***Our general liability insurance will cover you after your own for accidents in the building.***

## WHOM DO WE SERVE?

Corning Meals on Wheels clients are people who have been referred to our program and meet the following eligibility requirements:

1. generally 60 years of age or older
2. reside within the service area
3. are primarily homebound or have little or no help, and
4. have physical or mental impairments which make meal preparation difficult

At the current time there is no waiting list for our service. Referrals come from the Office for Aging, doctors, family, hospitals, friends and the clients themselves. Clients' situations change. They may need our service for only a short time after hospitalization. Their families may become available to care for them. As this occurs, clients leave our program but there are always more in need.

## WHAT ABOUT INCOME? DONATIONS?

Amount of income *is not* a criterion for service. We do not charge for our service; though donations from the meal recipient are encouraged and the Office for Aging and the Health Department sometimes help with the cost.

## WHERE DO WE GET OUR FUNDING?

Funding comes from many sources:

**Office for the Aging**

**United Way of the Southern Tier**

**Participant contributions**

**Donations from various sources**

## VOLUNTEER DRIVERS & VISITORS

**REQUIREMENTS:** DRIVER PROVIDES OWN VEHICLE

**DUTIES:** (Drivers and visitors work together, dividing the tasks in a manner most comfortable to each.)

**Arrival:** Arrive at Corning Meals on Wheels at 11:00 am; meals are available for loading to the vehicles at 11:15 am.

**Unable to Work:** Call CMoW at least 24 hours prior to your scheduled day so that a substitute can be obtained.

**Loading:** Load the filled hampers into the vehicle, keeping each hamper as level as possible. Please request assistance if you require help.

**Route Book:** Be sure you know the location of all clients. Follow the route in the order of the route book. If you feel a route would be better served in a different sequence, please discuss this with the office staff.

**Meal Delivery:** The client will usually inform you where he/she wants the meal placed and when it will be eaten. If it is to be eaten later, place the meal in the refrigerator and be sure the client knows how to reheat the meal.

Check the contents of the refrigerator for leftover food. If there seems to be "excessive" food, report this to the office staff when you return.

**Incorrect Meal:** If, for any reason, the meals do not appear proper for the client; please call the CMoW and discuss the situation.

## **Client Does Not Answer or Not Home:**

If a client does not appear to be home, and there is no note, leave one of the CMOW provided yellow door hangers located on the clipboard, or place meals in the refrigerator. If the client has left a note, and has provided a suitable container with an ice pack, leave the meal. **NEVER** leave a meal outside the door unless there is a container suitable to place the meal in. Return the meal to the CMOW kitchen if you are unable to make contact.

**Client's Well-being:** Note the client's condition and note any changes. If the client appears to be in trouble, call CMOW.

**Requests by Client:** Picking up mail or the paper on your way into the client's home and opening of food containers are examples of valid client requests. Purchasing food or medicine are not, nor should you give them some medication. Please explain that you are not allowed to give medicine no matter how harmless it may seem, but you will help them get in touch with someone if they need assistance. You should not handle the client's money or perform duties that other support persons are supposed to perform.

**Payment Envelopes:** Payment envelopes for clients are delivered monthly. The visitor delivers these envelopes with the meals. Some self pay clients also prefer to send their envelope back with the visitor. Please return all envelopes to CMoW.

**Visitor Concern:** If the visitor is uncomfortable about entering a home or building, the driver is requested to accompany the visitor. Be sure to park legally and lock your car.