



Dear Volunteers –

There has been a lot of information coming to you through our “re-orientation” session and over email these past few weeks. We did not want the following to get lost in the shuffle.

We understand that recipients and volunteers form relationships and bonds which is a beautiful outcome of the service we offer. These connections are beneficial to both volunteers and recipients. Sometimes a recipient may ask something of the volunteer which is out of the bounds of our normal Meals on Wheels service. In some cases, we have had volunteers return on their own time to help sort mail, clean-up or move items.

When offers like this happen, we ask that you please consult the office before moving forward with offering extra support. In all cases when support is being requested outside of what Meals on Wheels offers, we reach out to a family member or the listed emergency contact to confirm that the support is really needed or wanted. We will then inform the volunteer whether the offered support is accepted by the family or if the family wishes to handle the issue themselves.

Under no circumstances is it permissible for a Chapel Hill Carrboro Meals on Wheels volunteer to transport a recipient or offer medical or financial advice or support. There are insurance and legal ramifications with respect to transport. When transportation may be needed, we can help connect the recipient with other ride services for older adults and disabled adults for which the recipient may qualify. When medical or financial support may be needed we can do the same.

We understand that it can be hard to say no, especially when we all want to help. But we need to be sure that we are doing the best to protect and care for our vulnerable recipients while also doing the same for you, our dedicated volunteers.

If you have any questions, please contact me at 919-942-2948 or by email at rachel.bearman@chcmow.org. We are thankful for all the time and energy you devote to MOW and our recipients. We could not do what we do without you.

With appreciation – Rachel