

Volunteer Re-Orientation Notes

Dear Volunteers –

Thank you for all those that were able to come out to our Volunteer Re-orientation. Many have asked for notes from the meeting. I have done my best to hopefully include all that was discussed. Below is the agenda as well as some additional notes that reference the attached meal delivery procedure sheet that is now in each binder.

Even if you have been doing meals on wheels for many years, we respectfully request that you take a moment to review the notes below and the attached meal delivery procedure sheet. If you have any questions, please feel free to reach out to me – Rachel Bearman at 919-942-2948 (ext 3) or at rachel.bearman@chcmow.org.

Agenda

1. Welcome
2. Impact & Importance of Volunteers
3. Policy and Procedure Clarifications/Information
4. Future Plans (STM, OCRA-CHCMOW)

Section 2:

Volunteers are invaluable to CHCMOW!

Serve 45,500 meals & check-ins in 2018 (include emergency meals and holiday)
2018 = 380 volunteers ~ value of \$500,000 to organization (larger than our annual budget)

Section 3:

1. Review of delivery procedures: Please Refer to Delivery Sheet
 - Count all meals
 - Green means new/resume
 - Please only use green bags as delivery device to the recipient (exceptions for certain clients who need bag to transport into home or upstairs). If you leave a bag – please remind the recipient to return the bag the next day. **Please ask each recipient for green bags in his/her home.** We are running low on bags and need bags returned for reuse.
 - Route 6 special instructions – please do not leave recipient meals on shelves. This is a request from Carolina Springs Management. If the recipient has called and told us to leave the meal in the office that will be noted in the binder. Please do not leave any meals in the office for recipients not at home unless the binder indicates to do so.
 - Please mark the sheet on inside left of binder when recipient is not home
 - Use door hanger when recipient not home
 - Please use the new receipts (in binders) when given cash or check – will attach pens or have for volunteers (bring receipt & pen to door with you if do not bring binder). The receipts are protection for both the recipients and volunteers and will help us track money paid through volunteers.

- If there are special requests from recipients – please do not promise anything on behalf of CHCMOW. Request that the recipient contact the office directly to talk with Josie (card in binder) and please share the information/concern with Josie upon return.
 - Please share info with Josie and do not write on the binder delivery instruction sheets. Based on information shared Josie will make needed changes.
 - When you return from delivery please separate green bags that have been used and hand those to the volunteer end-of-day helper. Used bags are wiped out each day so it is a big time saver to separate those used from unused.
 - Please be gentle with meal bags and do not place on shoulder to carry. Try as best as possible to keep meal bags steady and flat to help prevent spillage. We are working on plastic sealing but we need to minimize tipping of trays as much as possible in transport.
2. Menu Changes upcoming in October-November – Meals will adhere to senior adult home-delivery meal nutrition standards. Differences may appear as an additional vegetable and change of grain
 3. An important part of our service (not just meal delivery) is the quick check-in. Be sure to ask at least one question: i.e. How are you today? Try as best as possible to engage the recipient.
 4. When your volunteer survey arrives as a link in your volunteer email – please take a few minutes and share your thoughts. Heather is working on developing a volunteer calendar of informational gatherings, appreciation opportunities and educational talks. Your input is essential in enabling us to develop a volunteer program that meets your needs!
 5. We are currently updating the website and soon there will be additional volunteer information – delivery procedures, FAQ's, additional volunteer opportunities available, volunteer calendar of events, etc.
 6. Rock the Vote – 2020. CHCMOW will be distributing through delivery non-partisan voter information to encourage participation by our recipients. Our goal is to share information so our seniors can engage, not to influence how he/she may vote. Please do not share your own political perspectives if the recipient asks, keep focused on voter participation.
 7. The majority of our volunteers come to us through word-of-mouth – so keep saying great things ☺. We can always use more volunteers so feel free to spread the word about why you volunteer and its impact!
 8. Speaking of volunteers... If you would like to learn more about or volunteer for the following – please contact Heather at volunteers@chcmow.org
 - Day Chairs needed for Thursdays and Fridays
 - Trainers needed to help train new volunteers (new opportunity)
 - committee members for development, finance, marketing or volunteer committees (new opportunity)
 9. We have a new Volunteer Baking Coordinator –Allie Reimold. If you are a baker you will soon be hearing from Allie.

10. We have a full board!

Name	Role
Patty Bergey	Chair
Brian Rowe	Vice Chair
Mary Passannante	Secretary
Erika Lipkin	Treasurer
Jennifer Thomason	Volunteer Chair
Michelle Campbell	Strategic Chair
Carolina Avary	Marketing Chair
Richard Schramm	Development Chair
Jordan Buck	At Large
Lisa Finegan	At Large
John Garman	At Large
Kit Stanley	At Large
Lee Strange	At Large
Liz Tomajko	At Large
Sharon Bushnell	Ex-officio
Rachel Bearman	Executive Director

11. St Thomas More – STM plans to get its certificate of occupancy in early November. A dedication is planned for November 20th. I do not have the time yet, but will share once we receive the invitation. Post-dedication we will do some work on our space (most likely early December) so I am projecting a January 2020 move. We will keep everyone updated as construction progresses.
12. And last but certainly not least I want to express the thanks from all the staff to all of you for your dedication to CHCMOW. We greatly respect what each of you give to the organization. As CHCMOW continues to grow and change we appreciate your continued support and patience as we navigate how best to serve our recipients and our volunteers. We are a small (but I like to add mighty – or at least passionate) staff and we are trying our best to fulfill our commitment to serve our community. Feedback and input are always welcome. The more who engage in what we do, the stronger we are as an organization. As MOW says – Together, we can deliver.