



**MEALS on WHEELS**  
**SANDHILLS**

**TOGETHER, WE CAN DELIVER.**

**VOLUNTEER HANDBOOK**

**2024**

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## **Purpose of the Volunteer Handbook**

Welcome to Meals on Wheels Of The Sandhills. Volunteers are the heart and soul of Meals on Wheels Of The Sandhills and we depend on more than 100 volunteers every weekday to help prepare and deliver meals from our Moore County kitchen location in West End, NC.

The Volunteer Handbook is designed to acquaint you with Meals on Wheels Of The Sandhills (MOWS) and provide you with information about volunteering with our organization. The handbook has been organized by topic to help you find information easily. No handbook can answer all the questions you might have about our policies and programs. We encourage you to talk with our Executive Director if you have questions about the content of this handbook or your volunteer service with MOWS.

**Volunteers should carefully review and familiarize themselves with the contents of the Volunteer Handbook to help answer questions about volunteering with MOWS.**

Thank you for giving your time and talent to help others. We hope you find volunteering with Meals on Wheels Of The Sandhills a positive and rewarding experience.

This handbook was created based on several meal delivery programs, including the Volunteer Handbook from Meals on Wheels People 7710 SW 31st Ave. Portland, OR 97219, permission granted March 7, 2024.

***“The broadest, and maybe the most meaningful definition of volunteering: Doing more than you have to because you want to, in a cause you consider good. ” – Ivan Scheier***

# About Meals on Wheels Of The Sandhills

## Then and Now

MOWS began in 1974 by Ida Baker Scott when she discovered five of her friends were in need of a hot, nourishing meal. Now in 2024, we celebrate our 50th year by delivering more than 400 meals/weekly Monday through Friday, including weekday holidays to Moore County, NC people in need.

## Our Vision

To end food insecurity for Moore County, NC residents who are homebound, disabled, unable to cook for themselves or don't have others to cook for them.

## Our Mission

We enrich the lives of older adults and Moore County, NC residents who are experiencing food insecurity from being homebound or unable to secure a nutritious meal. We also endeavor to provide human connection and social support to our meal recipients.

## Our Values

Integrity – we work in a trustworthy, compassionate and ethical manner

Respect – we value the self-worth of our staff, volunteers, Board of Directors and populations we serve

Inclusion – we are strengthened by diversity

Creativity – we are innovative and willing to try new approaches

Commitment – we demonstrate quality performance and dedication

Teamwork – together we accomplish more

## Everyone is Welcome

Meals on Wheels of the Sandhills is committed to nurturing an environment where everyone feels welcome because we are strengthened by diversity of ages, cultures, abilities and ideas. Our core values of Integrity, Respect, Inclusion, Creativity, Commitment and Teamwork are the foundation of this belief and it is through the demonstration of these values that we are able to enrich the environment in which we work and serve.

## **Volunteer Rights and Responsibilities**

As a volunteer you have the right to:

- Work in a healthy and safe environment
- Be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation
- Be given accurate and truthful information about MOWS
- Be given a copy of the MOWS Volunteer Handbook and any other policy/procedures that affect your role
- Have a role description and agreed hours of contribution
- Be provided with orientation to MOWS and your volunteer role
- Have your confidential and personal information dealt with in accordance with all applicable laws
- Be provided with appropriate training and support to carry out your role

As a volunteer you have the responsibility to:

- Be reliable
- Respect confidentiality
- Carry out your volunteer duties according to the position description
- Be accountable for your actions
- Be committed to MOWS
- Undertake training as required by MOWS
- Ask for support when you need it
- Let the Executive Director know as early as possible if unable to complete your role
- Be courteous to participants, staff, board members, and other volunteers
- Raise any issues you may have with MOWS and not denigrate MOWS to participants, staff, board members, and other volunteers
- Value and support other team members

## **Volunteer Time**

Volunteer hours vary depending on the role and each individual person in the role. Volunteers have the right to donate their time as little or as much as they would like; any amount of time donated is greatly appreciated. Each person's requested volunteer schedule should be submitted to the Executive Director. All visiting volunteers are required to have approval by the Executive Director prior to arriving.

- Kitchen volunteers are needed to help prepare and package meals Monday through Friday from 9:00 am until Noon, including weekday holidays.
- Delivery volunteers are needed to deliver meals Monday through Friday, including weekday holidays beginning at 11:15 am. Each route has its own associated Google map drive time of 1 hour or less. This 1 hour of time does not include variable times for stopping and taking meals to the homes, talking with meal recipients, or other

non-drive time items.

- There are several volunteer hours available for BOD committees, clerical help, and food pickups. Please discuss opportunities with the Executive Director.

## **Service at the Discretion of the Organization**

MOWS accepts the service of all volunteers with the understanding that such service is at the sole discretion of MOWS. Volunteers agree that MOWS may decide to terminate the volunteer's relationship with MOWS or make changes in the nature of the volunteer assignment at any time.

## **Code of Ethics and Conduct**

The Code of Ethics & Conduct is a guide to help volunteers to live up to MOWS's ethical standards and their own. MOWS will not permit, condone or tolerate illegal or unethical behavior. No volunteer will be required to tolerate this type of behavior.

### **Illegal or Unethical Behavior**

Illegal or unethical behaviors are forms of misconduct which undermine the integrity of MOWS' reputation. This behavior can occur between volunteers in the workplace, as well as between volunteers and participants, board members, outside vendors, donors, any governmental or regulatory agencies, consultants, employees, visitors, etc. Some forms of illegal or unethical behavior include, but are not limited to:

- Fraud
- Falsification of MOWS records
- Failure to comply with all applicable laws and government regulations
- Violence and threats of violence to staff, volunteers, participants and others
- Obey all relevant laws
- Theft
- Drug & alcohol abuse
- Sexual and other discriminatory harassment
- Discrimination

### **Treat everyone fairly, with dignity and with respect**

This means we treat others with dignity and respect, and demonstrate the values of MOWS.

### **Deal honestly and fairly with participants, staff, volunteers, board members, suppliers, donors, governmental and regulatory agencies**

Volunteers are expected to conduct themselves at all times with integrity and in a manner that reflects well on themselves and on MOWS.

### **Avoid conflicts of interest**

Volunteers should avoid situations with actual or potential conflicts of interest.

### **Maintain confidentiality**

Volunteers must observe the confidentiality of information that they acquire in carrying out their duties.

### **Investigation**

All allegations of improper, illegal, or unethical conduct will be promptly and objectively investigated. Your confidentiality and that of any witnesses and the person or persons that allegedly acted inappropriately will be protected to the extent appropriate while allowing for a fair investigation and any necessary corrective action. When the investigation is completed, you will be informed of the outcome of the investigation, to the extent appropriate, without breaching the necessary confidentiality.

## **Volunteer Responsibilities to Disclose**

The integrity of the organization is diminished whenever these standards are violated. If you become aware of facts or circumstances that you believe constitute a violation, you should promptly report the suspected violation to the Executive Director, or the Board of Directors, or the Board President.

## **Drug-Free Policy**

MOWS provides a drug-free environment in compliance with federal, state and local laws. The purpose of this policy is to reinforce the long-standing commitment of MOWS to provide a safe and healthy environment for all.

The use, possession, manufacture, and distribution, dispensation or sale of illegal drugs, alcohol, or any controlled substance on MOWS premises or program sites, in MOWS vehicles or during volunteer hours, is strictly **prohibited**. Similarly, it is **prohibited** for any volunteer **to be under the influence** of illegal drugs, alcohol, or any controlled substance on MOWS premises or program sites, in MOWS vehicles or during working hours.

For purposes of this policy, the following terms have the following definitions:

1. "Under the Influence" means that the volunteer is affected by an illegal drug or alcohol or the combination of a legal drug and an illegal drug and/or alcohol in any detectable manner.
2. "Legal Drug" means any prescribed or over-the-counter drug which has been legally obtained and is being used for the purpose for which it was prescribed or manufactured. a. Marijuana – including "medical marijuana" – is illegal under federal law and may not be used in the workplace. All volunteers are prohibited from being under the influence of marijuana while at work.
3. "Illegal Drug" means any drug which is not legally obtainable or which is legally obtainable but has not been legally obtained including, but not limited to, marijuana, any



prescription drug, substance or chemical not legally obtained, and any prescription drug, substance or chemical not being used for prescribed purposes.

**Violation of this policy may be cause for 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 with the Executive Director.

## **Participants and Relatives as Volunteers**

Participants and relatives of participants may be accepted as volunteers where such service does not constitute an obstruction to or conflict with provision of services to the participant or others. All volunteers over the age of 18 years must have a contact information form and picture ID on file before volunteering. All visiting volunteers are required to have approval by the Executive Director prior to arriving.

## **Volunteer Age Requirements**

MOWS greatly appreciates its community support, especially with volunteerism. Our organization has multiple volunteer opportunities, each with different age requirements. In some cases, volunteers may need to be accompanied by an adult.

**The age requirements for each volunteer opportunity are listed as:**

### **Central Kitchen**

The age requirement to volunteer in the MOWS Kitchen is 10 years and older. Any volunteer who is under the age of 14 must be accompanied by an adult *or* teacher if volunteering with a school. Volunteers under the age of 18 years will not be able to work with knives or other sharp objects in the kitchen. Children 10-18 years old will be given age-appropriate kitchen duties to maintain their safety and the safety of others. All visiting kitchen volunteers are required to have prior approval by the Executive Director before helping in the kitchen.

### **Meal Delivery**

To deliver meals to our program participants, volunteers must be at least 18 years of age with a valid driver's license and insurance information on file. Any driving volunteer who is under the age of 18 must be accompanied by an adult during deliveries. All adults delivering or accompanying a driver must have a completed information form and valid driver's license on file with the Executive Director. All visiting volunteers are required to have approval by the Executive Director prior to arriving.

## **Volunteer Boundaries**

You should only provide services or perform tasks as outlined in your volunteer shift responsibilities. If you believe a participant is in need of additional support (house cleaning, yard work, personal hygiene, personal shopping, etc.) you should notify the Executive Director.

### **Do's and Don'ts**

- DO recognize your own personal boundaries
- DO avoid getting into situations that could be misunderstood
- DO think before you say 'Yes'
- DON'T give out your home telephone number or address
- DON'T take the other person to your own home
- DON'T become emotionally over-involved
- DON'T get involved in a sexual or intimate relationship
- DON'T accept any form of harassment/violence from others
- DON'T buy expensive gifts or give money to participants
- DON'T accept expensive gifts or money from participants
- DON'T lend to or borrow from participants money/material goods
- DON'T give rides to participants while representing MOWs

## **Volunteer Dress Code**

Because each volunteer is a representative of MOWS in the eyes of the public, it is important that each volunteer dress neatly and in the manner consistent with the nature of their volunteer duties. The Executive Director will inform the volunteer of additional requirements, such as wearing a Volunteer lanyard when delivering meals. Certain volunteers may be required to wear safety equipment or clothing. All kitchen volunteers are strongly advised to wear long pants and closed-toe shoes. These garments offer protection from knives, hot water burns, and other contaminants on the skin. Aprons and gloves are provided.. Hair below the shoulder should be tied back.

## **Volunteer Training and Safety Protocol for the Central Kitchen**

To assist in providing a safe and healthy environment for volunteers, staff, participants and visitors to the MOWS Central Kitchen, MOWS has established a kitchen safety protocol. This protocol is a top priority at MOWS and covers potential safety and health hazards as well as safe practices and procedures to eliminate or minimize hazards in the kitchen. Information is provided to volunteers about kitchen safety and health issues through group training and regular internal communication channels. These may include volunteer meetings, bulletin

board postings, memos or other written communications.

In the case of an accident, regardless of how insignificant the injury may appear, you should immediately notify the kitchen supervisor and Executive Director.

#### **TO KEEP OUR MEAL RECIPIENTS SAFE, PLEASE**

- WASH HANDS WHEN FIRST ARRIVING
- LOVE THE GLOVE! WEAR GLOVES WHEN HANDLING FOOD THAT WILL NOT BE COOKED AND AFTER COOKING UNLESS USING A UTENSIL TO SERVE
- CHANGE GLOVES WHEN CHANGING TASKS, TOUCHING FACE, ETC..
- ONLY WEAR YOUR APRON IN THE KITCHEN. PLEASE REMOVE IT WHEN GOING TO THE BATHROOM OR OUTSIDE
- ALL OPEN OR UNPACKAGED FOOD SHOULD BE STORED SO THAT NO BUGS/MICE CAN TAKE A TASTE
- ALL OPEN WOUNDS/CUTS ON HANDS MUST BE GLOVED WHILE IN KITCHEN. NO UNCOVERED BAND-AID
- ALL UNCOOKED PRODUCE MUST BE RINSED PRIOR TO PREPARING. HANDS MUST BE GLOVED DURING RINSE AND PREPARATION TIMES
- LABEL ALL ITEMS GOING INTO FRIDGE/FREEZER (ID AND DATE)
- PUT OLDEST ITEMS IN FRONT OF FRIDGE/FREEZER (FIRST IN-FIRST OUT)
- TEMP ALL COOKED MEATS
- DO NOT WEAR APRON ANYWHERE BEYOND KITCHEN SUCH AS TO THE BATHROOM OR OUTSIDE
- EVALUATE ALL USE BY DATES AND ALLOWABLE EXTENSIONS FOR FOODS  
MOWS IS UNABLE TO ACCEPT UNPACKAGED OR COOKED FOODS FOR DONATION TO THE KITCHEN. IF YOU WISH TO DONATE FOOD, PLEASE ASK THE KITCHEN COORDINATOR WHAT FOODS ARE NEEDED. ALL FOODS MUST BE IN THE ORIGINAL PACKAGE AND IN DATE.

#### **TO KEEP OUR FELLOW KITCHEN VOLUNTEERS SAFE PLEASE**

- WASH HANDS UPON ARRIVAL
- CARRY KITCHEN KNIVES POINTED DOWN AT ARM LENGTH
- WEAR CLOSED TOE/SLIP PROOF SHOES. LONG PANTS ARE STRONGLY RECOMMENDED TO PROTECT YOU FROM KNIVES AND HOT WATER SPILLS.
- ALLOW HOT WATER POTS TO COOL BEFORE TAKING TO SINK BY TRANSPORTING ON A CART
- IF YOU SEE EXCESS WATER ON FLOOR, PLEASE MOP THE SPOT IMMEDIATELY TO PREVENT SLIPS
- WEAR METAL GLOVES WHEN CUTTING MEATS OR WHENEVER YOU FEEL THE NEED (optional BUT for your own safety)
- FEEL A SNEEZE/COUGH? STEP AWAY, TURN AWAY, AND COUGH/SNEEZE IN YOUR ARM
- IF YOU DON'T FEEL WELL, PLEASE STAY HOME.
- KNOW WHERE THE FIRE EXTINGUISHER LIVES AND HOW TO USE IT

## **Volunteer Shift Responsibilities**

### **Central Kitchen**

MOWS greatly appreciates any time that can be given to help the Central Kitchen prepare daily meals. Most volunteers help from 9:00 am until Noon but volunteer time can be flexible by letting the Kitchen Coordinator know what times you can help. Upon arriving, the Kitchen Coordinator will let you know what tasks need to be accomplished. Please wash your hands with soap and water prior to beginning in the kitchen and wear gloves as directed. Like all kitchens, the end of the shift includes cleaning up. The Kitchen Coordinator will direct you on clean-up procedures.

### **Meal Delivery**

MOWS greatly appreciates any time that can be given to help deliver meals. Volunteers can deliver as often as their schedule permits. Please inform the Executive Director of your availability, schedules are created for the month. Meal delivery drivers should arrive at the Central Kitchen site no earlier than 11:15am. All meals should be picked up by 11:30 am. If you are running late, please contact the office via phone/text at 910-704-9810.

- Delivery routes are created by Google Maps based on the quickest route but can be driven in whatever order you find suitable. For example, a route can be driven differently if you want to end up near a certain location. You do not need to return to the West End, NC Central Kitchen location. As previously stated in the Volunteer Time section, each route has its own associated Google map drive time of 1 hour or less. This 1 hour of time does not include variable times for stopping and taking meals to the homes, talking with meal recipients, or other non-drive time items.
- You will pick up the assigned route sheet, evaluate it for any changes/comments, and then pack your meals for delivery. Please match the number of meals with the number on your route sheets. Packing boxes and cooler bags are available at the Central Kitchen if you do not have any. All route sheets should be destroyed when finished.
- Upon arriving at the meal recipient's home, please wear your volunteer lanyard and note any delivery comments on the route sheet. If you see a previous day's meal in a cooler/cooler bag, please remove the old meal and phone/text the office immediately at 910-704-9810. The office will contact the recipient and/or their emergency # and then tell you if the new meal can be left. If the new meal cannot be left, the meal can be given away to another recipient. If you are unable to reach someone at the office by phone or text, please leave a message and proceed on your route. Again, all old meals should be removed and discarded to ensure food safety for the recipient. All route sheets should be destroyed when finished.

## **Use of Personal Vehicles for MOWS Delivery Drivers**

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

**If a private vehicle is used for MOWS purposes, the following will apply:**

### **Valid Driver's License**

All operators of personal vehicles on MOWS business must have a valid North Carolina driver's license. No volunteer with a suspended license may operate a vehicle on MOWS business until the license has been reinstated.

### **Insurance**

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

### **Operating Expenses**

MOWS will not reimburse volunteers using a personal vehicle for MOWS business. However, we encourage you to consult with your tax advisor to see if there are deductions for volunteering with our 501c3 nonprofit organization.

### **Safety**

MOWS 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**

A volunteer who receives any parking or traffic citation while using their personal vehicle on MOWS 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 MOWS business may result in termination of volunteer service.**

## **Open Door Policy**

MOWS is committed to providing and maintaining productive and professional working relationships with all its volunteers. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion or question receives a timely response from MOWS' Executive Director. When lines of communication are kept open in all directions, individuals can jointly solve problems before they become unnecessarily complicated. If volunteers have concerns, they are strongly encouraged to voice these concerns openly and directly to the Executive Director.

## **Whistleblower Protection Policy**

MOWS requires its directors, officers, employees and volunteers to observe high standards of business and personal ethics in the conduct of their duties and responsibilities.

MOWS has adopted a Whistleblower Protection Policy. The policy is intended to encourage and enable employees and volunteers to raise concerns with MOWS 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.
- Conflict of interests
- 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 of meeting requirements needed to perform all duties in a secure environment or as specified by MOWS procedures.
- Theft
- Violation of MOWS policies or procedures

### **Reporting Procedures**

Volunteers should report suspected activities identified above with someone who can address those concerns properly. In most cases, the Executive Director is in the best position to address an area of concern; however, if you are not comfortable speaking with the Executive Director or you are not satisfied with their response, you are encouraged to speak with the Board of Director President.

## **Mandatory Reporting Policy**

This policy is designed to prevent physical, financial, sexual or emotional abuse of MOWS participants. As a MOWS volunteer you may come into contact with vulnerable populations during your daily work activities and therefore, you are the "first line of defense" against situations that are harmful but preventable.

All MOWS volunteers are expected to understand the definition and warning signs of elder abuse and neglect and report potential abuse or neglect to your supervisor or the appropriate aging and disability agency.

### **Definitions of Abuse or Neglect**

Abuse of older adults or people with disabilities can be physical, verbal, financial or psychological. Abuse can take many forms, including:

- Hitting or slapping
- Withholding food/medication/medical care
- Use of chemical and/or physical restraints
- Yelling, insults or threats of violence
- Misuse of funds
- Theft and/or Fraud

## **Warning Signs of Abuse or Neglect**

### **Warning signs of abuse include:**

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

### **Abuse can occur for a variety of reasons, but common contributing factors are:**

- Stress created by the care needs of the senior or person with a disability
- Inadequate financial resources
- Isolation and lack of emotional support for people at risk and their caregivers
- Existing family problems and dynamics

## **Self-Neglect**

Self-neglect occurs when, by choice or lack of awareness, older adults and people with disabilities live in ways that disregard their health or safety needs, sometimes to the extent that this disregard becomes hazardous to themselves or others.

Older adults and people who neglect themselves are not willing or able to perform essential self-care tasks such as providing food, clothing or adequate shelter; obtaining adequate medical care; obtaining goods and services necessary to maintain physical and mental health, well-being, personal hygiene, general safety, and managing financial affairs.

## **Reporting Procedures**

All volunteers are required to immediately report suspected activities identified above to the MOWS Executive Director so that they can document a report and the emergency contact can be informed, as well as any appropriate aging and disability protective service agency. Further, when required by state, federal or contract regulations, the Executive Director must immediately make a report to the appropriate law enforcement agency.

## **Anti-Discrimination and Harassment Policy**

MOWS is committed to providing an environment free of unlawful discrimination or harassment. MOWS'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. MOWS'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, board members, and participants.

### **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 MOWS'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 an 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 a volunteer believes they have been subjected to discrimination or harassment, they should immediately report the matter to the Executive Director. If the Executive Director is unavailable or if the volunteer believes it would be inappropriate to contact them, the volunteer should contact the Board of Director President.

MOWS will investigate all complaints of discrimination or harassment. To aid in the investigation, volunteers are strongly encouraged to include in the complaint the details of the incident or incidents, the names of the individuals involved and the names of any witnesses.

If MOWS determines that unlawful discrimination or harassment has occurred, effective remedial action will be taken commensurate with the severity of the offense.

It is every volunteer's responsibility to read and support the harassment policy. All volunteers must pledge to promptly report violations if they witness or are a victim of such misconduct.



## Confidentiality of Information

All MOWS volunteers are required to respect and maintain the confidentiality, both during and after their volunteer service with MOWS, of all MOWS trade secrets and proprietary information, including but not limited to participant information, business documents, reports, records, files, and correspondence and communications, to which the volunteer has access in carrying out their responsibilities and duties. None of the above may be copied or removed from the premises of MOWS without prior written consent from the Executive Director. **To protect our recipients, route sheets should be shredded/destroyed or returned back to MOWS for destruction/shredding.** The names and addresses of MOWS donors are also considered confidential, as well as any and all participant and volunteer information. Release of confidential information to any unauthorized parties must be approved in advance in writing by the Executive Director.

All Volunteers are expected to show the highest regard for the privacy of each participant by observing strict regulations created by the Health Insurance Portability and Accountability Act (HIPAA) which protects the confidentiality of participant information on record with MOWS. Confidentiality is essential to the sound relationship with our participants. It is also a legal and ethical matter of the utmost importance. All volunteers are to exercise great care when discussing participant services. Care should be taken to prevent discussions regarding participant services from being overheard by other participants, volunteers or staff members not involved in such services.

Any inappropriate discussion of participant information or similar violation of these standards may result in immediate termination of volunteer service. Volunteers must not disclose information for any purpose without written consent of the participant, the participant's attorney, or the participant's guardian, except as may be required by funding agencies, or directly connected with arranging for services to be provided, or administration and development of the program.

Volunteers have an obligation to report violations or suspected violations of these prohibitions to their immediate supervisor or Human Resources.

## **Conflict of Interest**

MOWS has adopted a conflict of interest policy which is designed to help volunteers of MOWS identify situations that present potential conflicts of interest and to provide MOWS 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 MOWS and will preserve and strengthen public confidence in MOWS activities. Likewise, volunteers should refrain from engaging in any transaction in which personal interests conflict, potentially conflict or appear to conflict with those of MOWS. 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 MOWS'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 MOWS stationery or any title of MOWS or refer to MOWS or misidentify themselves as an employee thereof in connection with any matter as to which they are not authorized as a representative of MOWS 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**

MOWS prohibits any volunteer from soliciting any of its participants, staff, board members, volunteers or visitors and/or distributing any literature, pamphlets or other materials on MOWS premises, except for approved MOWS business.

MOWS 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 the kitchen 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.**

## **Volunteer Handbook Acknowledgement**

This is to acknowledge that I have received a copy of and have reviewed the MOWS Volunteer Handbook and understand that it sets forth the obligations of my volunteer service with MOWS. I understand MOWS maintains the most current version of the Volunteer Handbook and it can be obtained from the Executive Director. I understand and agree that it is my responsibility to read and familiarize myself with the rules, policies and standards set forth in the Volunteer Handbook and I agree to comply with all policies and procedures. I understand I should consult the Executive Director regarding any questions not answered in the Volunteer Handbook.

## **Liability Waiver**

By signing this document, I voluntarily waive, release, and hold harmless Meals on Wheels Of The Sandhills, Inc. of any liability due to accident or illness while performing volunteer services. I also agree for myself and for any child/minor volunteer I am responsible for to follow all rules, procedures, and instructions that apply to my role.

If I am allowing a child/minor to participate in the activity, I agree that I am a parent, legal guardian, or am otherwise responsible for the child/minor who is participating, and I release, waive, and discharge any legal rights that I may assert on behalf of them volunteering. Furthermore, I understand that Meals on Wheels Of The Sandhills, Inc. provides no compensation, insurance, or worker's compensation coverage for my child or me.

## **Confidentiality Statement**

The confidentiality of program participants is very important to us. Please read this statement carefully: Meals on Wheels Of The Sandhills, Inc. respects the privacy of all program participants. All volunteers are expected to maintain the confidentiality and the privacy of each participant, both past and present. Information regarding any program participant shall not be disclosed in a form that identifies the participant to any other person or agency. Volunteers will refrain from discussing participants with anyone except appropriate Meals on Wheels Of The Sandhills, Inc. staff.

Volunteer (signature) \_\_\_\_\_ Date \_\_\_\_\_

Volunteer (name printed) \_\_\_\_\_