



Mobile Meals of La Crosse

Volunteer Handbook 2020

Mission: To serve those in need, including seniors, disabled, or home-bound individuals, a healthy nutritious meal.

Welcome: Volunteers are a crucial component in a quality home delivered meal system. You serve as the pillars for Mobile Meals of La Crosse. Clients look forward to your visit as much as they do receiving their meal because your visit may be the only human contact the client has that day. In addition, relatives and friends of the clients will have peace of mind knowing you are checking on the well-being of their loved one. **Mobile Meals of La Crosse THANKS YOU** for your commitment to help others, especially those most vulnerable, by becoming a volunteer.

You are making a difference!

Mobile Meals Office: 608-784-4623 (Weekdays)
608-799-8962 (Weekends)

Email: lacrossemobilemeals@gmail.com

Mayo: 608-392-9587 (Weekdays)
608-392-3663 (Weekends)

Responsibilities/Procedures:

1. If you must miss an assigned delivery day because of illness or an unexpected conflict, please contact the Mobile Meal office immediately.
2. Arrive at **Mayo Clinic Health System by 10:45** to pick up meals. There will be a hot carrier, a cold cooler and a clipboard for your specific route.
3. Keep the meals in the carriers during delivery.
4. The clipboard will hold a sheet for each client with their name, address and meal number. Generally each recipient receives both a cold meal and a hot meal, unless otherwise noted on the sheet. **Please match the meal numbers.** It is important as recipients may have dietary restrictions.
5. There is also a route map. (Mapquest) included inside the clipboard.
6. When you arrive at the client's home, follow any special delivery instructions on the route sheet. **Do not enter without their permission.** If the instructions allow you to enter the home, announce "Mobile Meals" and greet the client by name. **If the client does not answer after repeated tries, follow the following steps:**
 - Look for a cooler outside the door.
 - Call the client using the number on the route sheet.
 - Return meal to Mayo with a note on the route sheet indicating that there was no answer.
7. Once the meal is delivered, please initial and indicate the time of delivery.
8. If a client exhibits challenging behaviors, diffuse the situation by listening while continuing to be friendly and courteous. Assure them that you will address the problem by contacting the Mobile Meals office. The Mobile Meal office will follow-up appropriately.

In case of a medical emergency, DO NOT attempt to move the client. Call 911 and then the Mobile Meals office (608-784-4623/608-799-8962)

If you suspect that a client is being abused, neglected or exploited, contact **Adult Protective Services at La Crosse County (608-785-5700)** Contact the Mobile Meals office to report the referral.

Confidentiality: The clients that Mobile Meals serves have the right to privacy and confidentiality and their personal information is always protected. Volunteers have a special obligation to maintain the confidentiality of information they might learn from a client and to protect that person's privacy unless a client is in danger or putting someone else in danger, a client is being abused, neglected, or exploited and if a court of law orders disclosure.