



# FORT BEND SENIORS MEALS ON WHEELS VOLUNTEER HANDBOOK

*“ Committed to helping seniors remain independent by enhancing their quality of life through services and resources, since 1974. ”*

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*\*\*This Volunteer Handbook is designed to orient you to the history, mission and policies of Fort Bend Seniors Meals on Wheels. Please read it carefully. This is a valuable resource which will increase your knowledge of what we do so that you can serve as a capable and confident volunteer of our programs.\*\**

## A MESSAGE FROM THE FIELD OPERATIONS MANAGER

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Welcome to the Volunteer Team of Fort Bend Seniors Meals on Wheels!

Thank you for choosing to partner with us as we serve the older adults in our communities. As a volunteer, you have the unique opportunity to create an incredible experience for those we deliver meals to every week. Each volunteer position is important as we live out our mission statement every day.



This handbook is designed as a resource to help in your volunteer role. Within its pages you'll find information that is applicable to all our volunteer teams: Meal Delivery, Meal Packing, Angel Jumpers, Telephone Reassurance, Serving on Fundraising and Special Event Teams, Clerical Assistance in the Office, Congregate Centers and Holiday Projects for older adults. This is why we say Meals on Wheels and *Much, Much More!!*

While our desire is to provide you with an understanding of the mechanics of volunteering in a specialized area, please keep in mind you make the difference either directly or indirectly to the life of a senior by volunteering on a weekly basis. Your commitment to our team is extremely important.

As a volunteer with Fort Bend Seniors Meals on Wheels you will not be alone. We have a tremendous support system in place to ensure your success as a volunteer. On pages 17-18 of this handbook, you will find their contact information. These are dedicated individuals, like you, that have the desire to make an impact on older adults. So don't be afraid to ask for assistance if you feel you need help.

One way to stay "connected" as a volunteer is through Facebook. Follow us at "Fort Bend Seniors." You can also find valuable resources to encourage others to volunteer on our web site at [www.fortbendseniors.org/volunteer](http://www.fortbendseniors.org/volunteer).

If you need anything, please email me at [rick@fortbendseniors.org](mailto:rick@fortbendseniors.org) or call me at 281-633-7719

Rick Branek  
Fort Bend Seniors Meals on Wheels  
Field Operations Manager

## **ABOUT FORT BEND SENIORS MEALS ON WHEELS**

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### **Our Mission Statement**

Fort Bend Seniors Meals on Wheels is committed to helping seniors remain independent by enhancing their quality of life through services and resources.

### **Our History**

Fort Bend Seniors Meals on Wheels (FBS) is one of Fort Bend County's oldest non-profits organized in 1974 by community leaders who recognized a need to provide senior adults with hot regular meals; receiving support under the Older American's Act of 1965.

By 1978, the agency was approved as 501(c)(3) non-profit and in 1981, Fort Bend Seniors Meals on Wheels joined the United Way of Texas Gulf Coast and expanded services into Waller County.

Currently, Fort Bend Seniors Meals on Wheels serves over 1,000 senior adults per day in Fort Bend and Waller Counties through nutrition programs (Meals on Wheels and Congregate Center Meal Program). Although income is not a qualifying factor, statistics indicate that 87 percent of senior adults live at or below the poverty rate.

Additionally, the average Fort Bend Seniors Meals on Wheels participant is 78 plus years old, lives alone, reports needing assistance with at least two independent activities of daily living, is unable to prepare their own meal, does not have family or someone to assist with meal preparation, and are not physically able to attend a senior congregate center. For these senior adults age 60 or above, a home delivered meal is crucial to sustain their independence.

### **Community Partners**

We recognize that it is through the generosity and commitment of our many community partners, that it is possible for Fort Bend Seniors Meals on Wheels to meet the growing needs of the increasing numbers of homebound and hungry senior adults in our counties.

To get to know those who share our purpose and work beside us to maximize the benefits to our senior adult population, access our Annual Report, by visiting our website at [www.Fort Bend Seniors Meals on Wheels.org](http://www.Fort Bend Seniors Meals on Wheels.org).

You will be introduced to the small businesses, large corporations, and churches of every denomination - which have established Meals on Wheels Ministries, service clubs and media groups.

### **Financial Support**

Generous support is received annually from local foundations such as the George Foundation, and The Houston-Galveston Area Council Agency on Aging, as well as from local affiliates of national organizations like the United Way of Greater Houston and the Meals on Wheels America.

Planned Giving and Memorial Gifts provide donors with opportunities to support these programs with scheduled gifts or gifts in honor of family members.

To see a listing, visit our website at [www.fortbendseniors.org](http://www.fortbendseniors.org) and access the Annual Report.

# THE VOLUNTEER PROGRAM

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## A. PURPOSE AND GOALS

The volunteers of Fort Bend Seniors Meals on Wheels are ambassadors who carry the powerful message of our mission to the community. Through the efforts of our volunteers, our organization can strengthen existing programs, add new programs, acquire additional funds and resources, add specialized skills and talents, and increase public awareness of our mission. Volunteer Training- provided in compliance with the Texas Administrative Code for Social Services and Assistance (Title40) Department of Aging and Disability Services (Part1) Contracting to provide Home-Delivered Meals (Chapter 55), Training Requirements (Rule 55.9) TAC Title 40 Rule 55.9.

## B. VOLUNTEER REQUIREMENTS

We strive to make every volunteer's experience a fulfilling and rewarding one. Each volunteer with Fort Bend Seniors Meals on Wheels is required to:

- Attend an orientation session and sign the required forms
- Read this Volunteer Handbook
- Read and fill out the Release and Waiver of Liability Statement within this handbook
- Pass a background check – for all volunteers working directly with Fort Bend Seniors Meals on Wheels' clients.
- Pass a driving record check – for all volunteers working directly with the delivery of meals.
- Have an application on file and communicate changes in address and/or telephone numbers to the Field Operations Manager.
- Be realistic when committing to volunteering and actively contribute ideas and concerns
- Working safely to avoid injury
- Contribute time, and cover transportation costs. (Costs such as mileage can be written off as a charitable deduction if a volunteer itemizes his / her taxes. For further information, consult a tax professional.)
- Agree to self-disclosure – notify Fort Bend Seniors Meals on Wheels of any changes in the volunteer's driving record or criminal background, which may cause the volunteer to be dismissed.
- Maintain strict confidentiality with respect to all information obtained concerning the organization, as well as the clients and others they serve. Protecting the Clients' Confidentiality -Title III/OAA: 40 TAC85.201 Title XIX/XX 40 TAC 69.154.
- Complete Safeguarding Confidential Information training– DUA (Data Usage Training). Certificate of Training will be filed out and submitted during Volunteer Orientation.
- Agree not to disclose any information obtained in the course of his/her volunteer placement to any third parties without prior written consent from the organization
- Communicate any concerns with the Field Operations Manager.

## C. CODE OF ETHICS

### I. Purpose of This Code of Ethics

Fort Bend Seniors Meals on Wheels and Much, Much, More (FBS) ability to carry out its mission is dependent in part upon its reputation and credibility, which are based on the good judgment, ethical standards and personal integrity of every individual associated with FBS. As FBS continues to serve the community, it is paramount that it conducts its activities in an ethical and responsible manner. We can do no less for the people we are helping in Fort Bend and Waller Counties.

### II. Scope of This Code of Ethics Limited to Conflicts Adversely Affecting FBS

The board of directors of FBS recognizes that persons associated with FBS have outside business, professional, personal and advocacy interests, and may have a wide range of personal beliefs, values and commitments. Such interests, beliefs, values and commitments are a conflict of interest, if they prevent individuals associated with FBS from acting in good faith for the sole benefit of FBS in matters that may affect FBS adversely.

### III. Persons to Whom This Code of Ethics Directly Applies

The FBS Board of Directors adopts this Code of Ethics and directly applies it to members of the board of directors and its officers, committee members and chairs, volunteers and employees and staff (the “affected parties”). It is the responsibility of the affected parties to act honestly, ethically and in a fiscally responsible manner, admit to exercise their best skill, care and judgment for the sole benefit of Fort Bend Seniors Meals on Wheels and Much, Much, More in matters that may adversely affect Fort Bend Seniors Meals on Wheels and Much, Much, More.

### Notice of and Application of This Code of Ethics to Others Associated with FBS

Periodically, but not less than annually, FBS shall give notice of its policy in this Code of Ethics to other persons associated with FBS, including volunteers and members of the association who are not “affected parties” as defined above. This notice shall be given by a method reasonably calculated to inform these others of the existence of and general description of this Code of Ethics and that FBS expects that persons associated with FBS will comply with the Code of Ethics. Such notice may be given in the newsletter and may refer to the Code of Ethics that may be inspected at FBS office, and offer to provide a copy of the Code of Ethics on request. Contractors and consultants who provide goods or services to FBS shall in any contract or purchase order or similar document agree to comply with FBS’ Code of Ethics, which either shall be attached to the contract or similar document, or the document or purchase order shall have stamped or typed on it a notice similar to “The Code of Ethics of FBS applies to services provided under this agreement, and a copy will be provided on request.”

### V. Duty to Inform Volunteers Assisting at Events or Programs

Volunteers of FBS assisting at events or programs at which FBS is a sponsor or the sole sponsor, shall comply with this Code of Ethics, and it is the duty of FBS’ employees or staff at such events or programs to insure that volunteers understand and comply with this Code of Ethics. In the absence of employees or staff of FBS at such events or programs, the “lead” volunteer, or person who coordinated FBS’ involvement in or sponsorship of the event or program, has this duty.

### VI. Policy Adopted

In adopting this Code of Ethics, it is the established policy of FBS to prohibit and forbid any unethical behavior or any material conflict of interest by an affected party adversely affecting FBS.

## **VII. Obligation to Act in Good Faith**

Affected parties shall exercise the utmost good faith in all matters touching on their association with FBS and its programs, services and properties. In their dealings with, and on behalf of FBS, affected parties are held to a strict rule of honesty and fair dealing between themselves and FBS, and shall not use their position or knowledge gained because of the position, to create or further a conflict of interest which may affect FBS adversely.

## **VIII. Obligation to Act for the Benefit of FBS**

All actions of affected parties shall be for the sole benefit of FBS in any dealings that may affect FBS adversely. Affected parties shall avoid directly or indirectly participating in any discussion, arrangement, agreement, investment or other activity, which could result in a personal benefit, or benefit another organization at the expense of FBS' interests.

## **IX. Prohibition on Soliciting or Accepting Benefits Unless Agreed**

No affected party shall solicit or accept any payments, gifts, loans, services, favors or any other thing of value in the performance or conduct of their association with FBS from any vendor, contractor, consumer, family member, relative, guardian, volunteer, staff member, employee or other person or entity doing business, seeking to do business, associated with or seeking to be associated with FBS, excepting only the agreed compensation and benefits received by the affected party as part of a contract or employment agreement.

## **X. Required and Prohibited Conduct**

All affected parties shall:

1. Maintain confidentiality regarding consumer, personal, family, member, volunteer, donor and other private or sensitive information and records, including FBS' business records and information.
2. Refrain from the illegal use of alcohol or use of illegal drugs while on any property or facility of FBS.
3. Refrain from sexual harassment, which includes unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature.
4. Refrain from harassment and/or discrimination against individuals based on race, color, religion, national origin, gender, sexual orientation, marital status, age, veteran status, illnesses or disabilities.
5. Refrain from attempting to influence others with personal or religious beliefs or political advocacy or values unrelated to the mission or goals of FBS while engaged in the performance of conduct or activities associated with or on behalf of FBS except that affected parties may he advocates for and attempt to influence others with beliefs or values that are part of the mission and goals of FBS.
6. Refrain from soliciting business from clients, staff or employees of FBS.
7. Refrain from seeking preferential treatment in the operations or activities of FBS including in: employment, consumer services or business relationships.
8. Refrain from establishing relationships with FBS consumers and their families, and staff and employees, that are intimate, sexual or personal in nature to an extent that impairs the ability of the affected party to objectively perform the activities or tasks for FBS, or that gives the appearance of providing preferential treatment.
9. Refrain from any inappropriate (as determined by the board of directors in its discretion), illegal or unethical behavior, which diminishes an individual's or FBS' reputation or credibility.

10. Refrain from soliciting, attempting to secure, or securing any compensation or benefit for an immediate family member, other than reimbursement of reasonable out-of-pocket expenses, and refrain from accepting a position as or serving as an officer, director, employee or staff, if an immediate family member holds or accepts any of those positions, and for these purposes an “immediate family member” is a spouse, former spouse, parent, step-parent, sibling, step-sibling, child or step-child; however, it is not a violation of this specific provision for immediate family members to hold positions as committee members or chairs if the first family member holds a position as an officer, director, employee or staff.

#### **XI. Prohibition Against Participation in Actions or Decisions, and Required Disclosure**

No affected party shall participate by discussion, voting or any other action taken by the board of directors or any committee of the board in the adoption of or the defeat of a motion or resolution that relates to any matter with a person or entity for whom the affected party is utilized as an employee, volunteer, officer, director, trustee, or receives compensation or benefits, or otherwise has a significant interest. In cases in which any such matter may be discussed at a meeting, the affected party shall disclose any such interest promptly, and shall not participate in any vote on such matter, even if the presence of the affected party is necessary to constitute a quorum, and at the discretion of the chair of the meeting, the affected party shall leave the meeting during discussion and voting on the matter.

#### **XII. Disclosure of Potential Conflicts before Beginning Association with FBS**

All affected parties shall, before beginning or consummating any association or activity or agreement with FBS, make a full disclosure of all facts that may be perceived to violate this Code of Ethics, or may be perceived to be a conflict of interest, to the Executive Committee, a standing committee of the board of directors, so an objective assessment may be made about whether such association or activity violates this Code of Ethics.

#### **XIII. Acknowledgement of Receipt of Code of Ethics**

Each affected party shall, initially upon beginning an association with FBS and then annually, sign an acknowledgment of receipt of a copy of this Code of Ethics with a full disclosure of all facts known to them which may be perceived to be a violation of this Code of Ethics so an objective assessment may be made before beginning the association with FBS and periodically during the association.

#### **XIV. Procedure for Determination of conflicts and Enforcement of Code of Ethics**

The FBS Board of Directors shall at the first reasonable opportunity following the receipt of information about any perceived violation of this Code of Ethics or any perceived conflict of interest that may adversely affect FBS, take such action, as it may deem appropriate.

### **D. POLICIES**

#### **Non-Discrimination Policy**

All potential volunteers will be considered for volunteer work without regard to gender, disability, age, race, color, religion, sex, national origin, sexual orientation or other status protected by law. However, Fort Bend Seniors Meals on Wheels reserves the right to refuse volunteers based on the results of the required background checks pertaining to the volunteer assignment – criminal and driving records.

#### **Sexual Harassment Policy**

Fort Bend Seniors Meals on Wheels is committed to providing a volunteer environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive or disruptive, including sexual harassment. Fort Bend Seniors Meals on Wheels will not tolerate any actions, words,

jokes or comments based on a person's sex, race, color, national origin, age, religion, disability or any other legally protected characteristic. Sexual harassment is defined as unwanted sexual advances or visual, verbal or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser.

### **Dismissal Policy**

Volunteers agree that Fort Bend Seniors Meals on Wheels can at any time, and for whatever reason, decide to terminate the volunteer's relationship with the organization. Conversely, the volunteer, may at any time, and for whatever reason, decide to discontinue the volunteer's relationship with Fort Bend Seniors Meals on Wheels. This decision should be communicated as soon as possible to the Operations Team.

### **Volunteer Grievance Procedures**

In order to promote meaningful volunteerism and equitable administration of volunteer policies, Fort Bend Seniors Meals on Wheels established procedures for filing complaints and processing grievances. The value is realized when all volunteers cooperate with the Field Operations Manager to informally resolve complaints and grievances. Where grievances cannot be resolved through informal consultations, formal grievance procedures may occur.

### **Safety Policy**

Our workplace safety program is a top priority. We want Fort Bend Seniors Meals on Wheels to be a safe and healthy place for our volunteers. The Executive Managers are responsible for implementing, administering, monitoring, and evaluating the safety program. A successful safety program depends on everyone being alert and committed to safety.

We regularly communicate in different ways with volunteers about workplace safety and health issues. These communications may include volunteer meetings, website postings, email, or other written communications.

Volunteers are expected to obey all safety rules and be careful while volunteering. You must immediately report any unsafe condition to the appropriate director. If you violate Fort Bend Seniors Meals on Wheels safety standards, you may be subject to termination of volunteer opportunities. Violations include causing a hazardous or dangerous situation or not reporting a hazardous or dangerous situation.

It is very important that you tell the Operations Team or the appropriate director immediately about any accident that causes an injury; no matter how minor it might seem at the time. When you report it quickly, we can investigate the accident promptly.

## **VOLUNTEER DONATION & CORPORATE INFORMATION**

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### **Pet Food**

Volunteers are able to donate pet food through Fort Bend Seniors – Amazon Smile. Pet food is not a budgeted item and only available as donations are received.

## **Corporate Volunteer Program**

Companies across Fort Bend and Waller Counties have discovered Meals on Wheels is the perfect volunteer fit for their employees. Volunteers deliver meals during their lunch hour either once a week, once a month or somewhere in between. The program provides great corporate social responsibility with consistency, flexibility and ease. It allows busy people to give back to the community without taking away precious evening and weekend time. Your company is seen as a community partner, while building exceptional employee moral and creating better employee communication and team building.

*There are many volunteer opportunities, some we may not have even thought about. Please contact the Field Operations Manager to discuss other volunteer opportunities.*

## **DISTRIBUTION OF VOLUNTEER INFORMATION**

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### **E-Mails**

Our “official” way of keeping everyone informed of new policies, changes in procedures, recognition items, and special events. Please be in the habit of reading E-Mails regularly so you will be up-to-date on all things FBS. All email correspondence goes through [iloveseniors@fortbendseniors.org](mailto:iloveseniors@fortbendseniors.org). If you do not have access to e-mail, printed copies of e-mails are available upon request.

## **IMPORTANT VOLUNTEER GUIDELINES FOR HOME MEAL DELIVERY**

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**Following are very important guidelines that every home meal delivery volunteer needs to follow. If you have any questions, please call the Operations Team.**

Meal delivery time is between the hours of **10:30 am and 1:30 pm**.

Routes should take from 1 to 1½ hours.

Route sheets are printed on a daily basis. Please read your route sheets thoroughly each day you volunteer. Do not deliver to anyone who is not listed on the route sheet, unless you receive instructions to do so by a member of the Client Care Team.

**Special delivery/driver instructions are indicated on the route sheets.** Examples of special instructions are: “Please knock on side door” or, “Please call upon arriving at the home.”

Changes or corrections in address, phone number, or meal change requests should be reported to a member of the Client Care Team as soon as possible for follow-up and verification.

Menus and nutrition education are mailed out two weeks prior to the first of the month to the clients. Printed menus and nutrition education handouts are available at Fort Bend Seniors Meals on Wheels administrative office and at each distribution center.

In case of any unusual situation at the client’s home, contact a member of the Client Care Team to report the issue.

Significant changes in the client's physical or mental condition or environment are to be reported to a member of the Client Care Team as soon as possible.

In emergency situations please call 9-1-1 and then notify the Meals on Wheels Coordinator, Destinie Ramirez. Stay with the client until emergency assistance arrives.

If a client is not home at the time of delivery, the volunteer is to leave a **“Sorry We Missed You”** slip at the client’s home. All clients who were not home at the time of attempted delivery are to be reported to the Meals on Wheels Coordinator the same business day. The leftover meal should be given to the next client on the route. If the client who was not home is the last person on the route, the meal may be given to any client who was listed on the route (time permitting).

**Never leave the meal if the client or a responsible party is not home to accept the meal. Do not leave the meal outside or in a cooler if the client or responsible party is not home.**

**Client must provide their initials on the “Home Delivered Meals Sign-In Sheet” stating that they received the meal.**

## **VOLUNTEER JOB DESCRIPTION: Meals on Wheels Volunteer**

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**PURPOSE:** To assist homebound senior adults by delivering a hot meal to their homes

**RESPONSIBILITIES:**

- Deliver meals to an assigned route on a regular schedule and check on the client’s well-being.
- Notify the Client Care Team immediately of any changes in the client’s health, behavior, or living conditions.
- Supply your own meal/drink coolers (one for hot/one for cold).
- Keep all client information confidential.

**TIME REQUIRED:** Two or more hours arranged with the Field Operations Manager or Meals on Wheels Coordinator between the hours of 10:30 am and 1:30 pm

**COMMITMENT:** At least 3 months. Commitment is renewable.

**LOCATION:** Meals are picked up at the designated distribution/drop-off site.

**TRAINING:** In addition to the Volunteer Orientation, the volunteer will watch a Meals on Wheels Delivery video during Volunteer Orientation.

## **VOLUNTEER JOB DESCRIPTION: Meal Packing Volunteer**

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**PURPOSE:** To assist with packing the meals for daily meal delivery

**RESPONSIBILITIES:**

- To assist the Distribution Manager with meals
- To count and verify meals for delivery
- Record volunteer hours

**TIME REQUIRED:** One or more hours arranged with the Field Operations Manager, Monday-Friday from 9:15 am – 11:00 am

ORIENTATION: All volunteers will be required to complete the Volunteer Orientation with the Field Operations Manager to learn the agency's policies and food handling.

LOCATION: Report to designated meal distribution site

TRAINING: Food Handling and Safety, Orientation session

### **VOLUNTEER JOB DESCRIPTION: Senior Congregate Center Volunteer**

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PURPOSE: To assist senior adults with lunch and activities at a designated senior congregate center site

RESPONSIBILITIES:

- Help serve meals to senior adults
- Help with set up and clean up
- Assist with activities and games
- To assist site manager where needed
- Record volunteer hours

TIME REQUIRED: One or more hours arranged with the Volunteer Manager, Monday-Friday from 9:30 am – 12:30 pm

ORIENTATION: All volunteers will be required to complete the Volunteer Orientation with the Volunteer Manager to learn the agency's policies and food handling

LOCATION: Report to designated senior congregate center. Each center has a Site Manager you will report to.

TRAINING: Food Handling and Safety, Orientation session

### **VOLUNTEER JOB DESCRIPTION: Gathering Place (Respite Care) Volunteer**

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PURPOSE: To assist senior adults with early stages of Alzheimer's and Demtentionia with lunch and activities at the Rosenberg congregate center site

RESPONSIBILITIES:

**LATE 2022**

- Help serve meals to senior adults
- Help with set up and clean up
- Assist with activities and games
- To assist Program Care Worker where needed
- Record volunteer hours

TIME REQUIRED: One or more hours arranged with the Program Care Worker, Tuesdays from 9:30 am – 12:30 pm

**ORIENTATION:** All volunteers will be required to complete the Volunteer Orientation with the Field Operations Manager to learn the agency's policies and food handling and attend training with Respite Care Center's partners to learn about clients with Alzheimer's and Dementia.

**LOCATION:** Report to designated senior congregate center site

**TRAINING:** Food Handling and Safety, Orientation session, Alzheimer's and Dementia training, and CPR and First Aid certification

## **VOLUNTEER JOB DESCRIPTION: Administrative Volunteer**

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**PURPOSE:** To assist staff with day-to-day operations of Fort Bend Senior Meals on Wheels

**RESPONSIBILITIES:**

- Copying / Filing
- Assemble packets / Mail-outs
- Telephone reassurance
- Fax material when needed
- Return information and referral calls
- Make Welcome bags

**TIME REQUIRED:** Flexible hours and days

**LOCATION:** Main office, 1330 Band Road, Rosenberg Texas 77471

**TRAINING:** On the job training will be provided

## **VOLUNTEER JOB DESCRIPTION: Telephone Reassurance Volunteer**

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**PURPOSE:** To provide support for senior adults who live alone and would feel more secure with a daily phone call to check the client's well-being. The phone calls to the clients will provide one of the following or all of the following.

- Verification of client daily meal preparation and intake of frozen meal
- Health and Safety
- Medication Reminders
- Date and Day Reminders
- Friendly Conversation

**RESPONSIBILITIES:**

- Phone clients to ensure their well-being
- Uphold a professional attitude throughout the call, while being friendly and polite
- Maintain client confidentiality
- Initiate emergency procedures if call remains unanswered

#### QUALIFICATIONS:

- Complete volunteer application form
- Must agree to criminal background check
- Sign the Release and Waiver of Liability Statement
- Friendly personality
- Strong interpersonal and communication skills
- Ability to work independently
- Good judgment, common sense, patience, and understanding
- Genuine interest in working with senior adults

**TIME REQUIRED:** Anytime between the hours of 1:00 pm and 8:00 pm to ensure the client has had time to consume the meals provided.

#### COMMITMENT:

- **Fixed Time:** Calls are made at least once per week usually on Thursday or Friday after 1:00 pm and no later than 8:00 pm
- **Flexible Time:** Volunteers are placed on the call schedule depending on availability (i.e. monthly, bi-weekly or weekly basis).

**ORIENTATION:** The Meals on Wheels Coordinator will provide orientation and training needed.

**LOCATION:** Calls should be made from the volunteer's home using the supplied script.

**SUPERVISOR:** Meals on Wheels Coordinator

**TRAINING:** Provided by Meals on Wheels Coordinator and script will be provided

**SPECIAL CONSIDERATION:** Requires patience and willingness to carry on long conversations with lonely, isolated senior adults who may have some disabilities (ie: limited hearing)

## **VOLUNTEER JOB DESCRIPTION: Special Events Volunteer**

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**PURPOSE:** To support the annual fundraising efforts of Fort Bend Seniors Meals on Wheels

#### RESPONSIBILITIES:

- Assist in fundraising efforts for agency's signature events:
  - Mad Hatter
  - Secret Santa to Seniors
  - March for Meals
  - Third Party Events: Cinco de Mayo Fundraiser
- Record volunteer hours

**LOCATION:** Varies, depending on event

## CONGREGATE SITE LOCATIONS AND DISTRIBUTION/DROP-OFF SITES

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### A. COMBINED CONGREGATE and DISTRIBUTION / DROP-OFF SITES

- **Bud O’Shieles Community Center – 1330 Band Road, Rosenberg: 281-633-7049**  
*Serving Rosenberg, Richmond, Needville, Pleak, Orchard, Kendleton, Beasley, Thompson*
- **Jones Creek Ranch Park – 7714 FM 359, Richmond**  
*Serving Simonton, Fulshear and Richmond*

### B. CONGREGATE SITES ONLY

- **Landmark Community Center – 100 Louisiana Street, Missouri City**  
*Serving Sugar Land, Stafford, Missouri City*
- **Four Corners Community Center – 15700 Old Richmond Road, Sugar Land**  
*Serving Sugar Land, Alief*
- **Kendleton Church of God – 619 FM 2919, Beasley**  
*Serving Kendleton and Beasley*
- **Brookshire First United Methodist Church -- 707 Cooper, Brookshire**  
*Serving Waller County*

### C. DISTRIBUTION/DROP-OFF SITES ONLY

- **Christ United Methodist Church - 3300 Austin Parkway, Sugar Land**  
*Serving Missouri City, Fresno and Sienna Plantation, Stafford, Sugar Land*
- **Katy YMCA – 22807 Westheimer Parkway, Katy**  
*Serving Katy area*
- **St. Bartholomew's Episcopal Church - 811 Austin St, Hempstead**  
*Serving Hempstead and surrounding towns, Waller County*
- **W.A.R.M. – St. John’s Lutheran Church – 1613 Key Street, Waller**  
*Serving Waller and Pattison, Waller County*
- **Prairie View City Hall – 44500 US – 290 BUS, Prairie View**  
*Serving Prairie View area*

## HOLIDAY SCHEDULE

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Fort Bend Seniors Meals on Wheels observes twelve (12) holidays during the year. When the office is closed, meals are not delivered. However, the business day prior to the holiday, frozen meals are delivered with the hot meal, so all clients will have meals.

### Holidays Observed

New Year's Day	Fort Bend County Fair Day
Martin Luther King, Jr. Birthday	Veterans Day
Good Friday	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Juneteenth	Christmas Eve
Independence Day	Christmas Day
Labor Day	

*(Note: Please check: [www.fortbendseniors.org](http://www.fortbendseniors.org) for holiday dates)*

## FREQUENTLY ASKED QUESTIONS (FAQ'S) AND ANSWERS FOR OUR VOLUNTEERS

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As a volunteer, you are representing Fort Bend Seniors Meals on Wheels and people will be coming to you with their questions. We want you to be as prepared as possible to provide accurate answers. If you are unsure of an answer to a question, please refer them to a member of FBS staff.

### Who is Fort Bend Seniors Meals on Wheels?

Fort Bend Seniors Meals on Wheels is a 501(c)(3) non-profit organization, whose primary purpose is providing three types of meal services: home delivered meals, congregate meals and emergency shelf stable meals, to senior adults 60 years of age or older, free of charge, regardless of income, although approximately 85% live at or below the poverty level.

### How does someone sign up to receive meals?

Our clients are referred by physicians, family members, friends, social workers or home health agencies.

### What other services do you provide?

The Client Care Team provides in-home assessments to the clients and assesses their needs for additional services and resources. Referrals are made to available community resources and agencies based on the need and eligibility.

### How many meals do you serve?

We serve over approximately 1,000 hot meals each day, with the help of over 400 volunteers.

### Do you have a pet food program?

Yes, thanks in great part to individual donors, Scouting Troops and others who help us meet a growing need; we are able to make donations of cat and dog food when supplies are available.

### How can I make a difference?

There are so many opportunities available for you to become involved. You can volunteer your time, donate a service or make a donation to the program. Call Fort Bend Seniors Meals on Wheels at 281-633-7049 to learn how you can make a difference in the life of a senior adult or to make a donation, visit [www.fortbendseniors.org](http://www.fortbendseniors.org).

## FORT BEND SENIORS MEALS ON WHEELS STAFF AND BOARD OF DIRECTORS

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- Deputy Executive Director – Leah Ghobrial**  
281.633.7057 | [leah@fortbendseniors.org](mailto:leah@fortbendseniors.org)
  
- Executive Assistant – Cynthia Gibbons**  
281.633.7052 | [Cynthia@fortbendseniors.org](mailto:Cynthia@fortbendseniors.org)  
*Assistant to CEO, Grant Reporting, Human Resources*
  
- Chief Financial Officer (CFO) – Liz Toomey**  
281.633.7059 | [liz@fortbendseniors.org](mailto:liz@fortbendseniors.org)
  
- Senior Accountant– Norma Bradford**  
281-633-7023 | [norma@fortbendseniors.org](mailto:norma@fortbendseniors.org)
  
- Accountant– Catherine Byrnes**  
281-633-7056 | [catherine@fortbendseniors.org](mailto:catherine@fortbendseniors.org)
  
- Development Associate – Kristie Phillips**  
281-633-7741 | [kristie@fortbendseniors.org](mailto:kristie@fortbendseniors.org)
  
- Development Assistant – Katie Lee**  
281-633 7047 | [katielee@fortbendseniors.org](mailto:katielee@fortbendseniors.org)

## FIELD OPERATIONS TEAM

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**Field Operations Manager:** Rick Branek | 281-633-7719 | [rick@fortbendseniors.org](mailto:rick@fortbendseniors.org)

**Administrative Assistant:** Ann Rogers | 281-633-7053 | [ann@fortbendseniors.org](mailto:ann@fortbendseniors.org)

**Meals on Wheels Coordinator:** Destinie Ramirez | 281-633-7051 | [destinie@fortbendseniors.org](mailto:destinie@fortbendseniors.org)

**Senior Center Coordinator:** Shonda Thomas | 281-633-7058 | [shonda@fortbendseniors.org](mailto:shonda@fortbendseniors.org)

## CLIENT CARE TEAM

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- Case Manager Specialist – Cathy Curtis**  
281-.633.7729 | cathy@fortbendseniors.org  
*Meals on Wheels Case Manager Specialist (Fort Bend and Waller County)*
  
- Client In-Take & Referral – Mary Valdez**  
281.633-7731 | katy@fortbendseniors.org  
*Client Intake and Referral Services (Fort Bend and Waller County)*
  
- Case Manager – Demetrius Turner**  
281.633-7018 | demetrius@fortbendseniors.org  
*Meals on Wheels Case Manager*
  
- Case Manager – Bayo Williams**  
281.633-7054 | bayo@fortbendseniors.org  
*Meals on Wheels Case Manager*
  
- Case Manager – Gazmend “Gazi” Ademi**  
281.633-7742 | bayo@fortbendseniors.org  
*Meals on Wheels Case Manager*

## DRIVERS

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### **Rosenberg Distribution – Marilyn Banks/Cergio Trevino**

*Meals on Wheels Drivers/ Distribution Kitchen (Rosenberg Senior Center/Meals on Wheels Kitchen)*

### **Sugar Land Distribution – Jeff Wendland**

*Meals on Wheels Volunteers / Meals Packers (Christ Church UMC Sugar Land)*

Nathan Sullivan	J.C. Carillo
Abel Tovar	Tim Ewert
Adolph Moreno	Larry Preuss
Steve Macko	

## BOARD OF DIRECTORS

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David Howard – Board Chairman	
Courtney Mason – Vice Chairman	
Jonathan White – Treasurer	
TBD – Assistant Treasurer	
Sandra McNeil –Secretary	Manish Seth
TBD – Assistant Secretary	Regina Morales
Farida Abjani	Christy Medlin
Traci Bennett	Corretta Middleton

## RELEASE AND WAIVER OF LIABILITY STATEMENT

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This Release & Waiver of Liability is executed on this \_\_\_\_\_ (day) of \_\_\_\_\_ (month), \_\_\_\_\_ (year) by \_\_\_\_\_ (the “Volunteer”) in favor of Fort Bend Seniors Meals on Wheels, Texas, a 501(c)(3) non-profit organization, its directors, officers, employees and agents (collectively, “Fort Bend Seniors Meals on Wheels”).

The Volunteer desired to work as a volunteer for Fort Bend Seniors Meals on Wheels and engage in the activities related to being a volunteer. The Volunteer does hereby freely, voluntarily and without duress execute this Release of Waiver under the following terms:

1. **Waiver & Release** – The Volunteer does hereby release and forever discharge and hold harmless Fort Bend Seniors Meals on Wheels and its successors and assigns from any and all liability, claims and demands of whatever kind or nature, either in lay or in equity, which arise or may hereafter arise from the Volunteer’s work for Fort Bend Seniors Meals on Wheels. The Volunteer understands and acknowledges that this Release discharges Fort Bend Seniors Meals on Wheels from any liability or claim that the Volunteer may have against Fort Bend Seniors Meals on Wheels with respect to any bodily injury, personal injury, illness, death or property damage that may result from the Volunteer’s work for Fort Bend Seniors Meals on Wheels.
2. **Medical Treatment** – Except as otherwise agreed to by Fort Bend Seniors Meals on Wheels in writing, the Volunteer does hereby release and forever discharge Fort Bend Seniors Meals on Wheels from any claim whatsoever that arises or may hereafter arise on account of any first aid, treatment or service rendered in connection with the Volunteer’s work for Fort Bend Seniors Meals on Wheels.
3. **Assumption of the Risk** – The Volunteer understand that the work for Fort Bend Seniors Meals on Wheels may include a variety of activities including, but not limited to: working in the Fort Bend Seniors Meals on Wheels office; food preparation; event set-up/clean-up; moving and transporting of business supplies and/or food stocks incidental to the operation of the agency; and the delivery of meals whether using the Volunteer’s personal vehicle or a vehicle owned by Fort Bend Seniors Meals on Wheels.
4. **Insurance** – The Volunteer authorized to use a motor vehicle owned by Fort Bend Seniors Meals on Wheels is insured under the applicable Fort Bend Seniors Meals on Wheels motor vehicle liability insurance policy. In all other cases, however, the Volunteer understands that Fort Bend Seniors Meals on Wheels does not carry or maintain health, accident, liability (including without limitation motor vehicle liability), property loss or damage (including without limitation motor vehicle collision damage), medical or disability insurance coverage for any Volunteer or the property of any Volunteer. Each Volunteer is expected and encouraged to obtain his or her own

automobile, medical or health insurance coverage. A copy of the Volunteer’s vehicle insurance policy must accompany any application of a Volunteer who will be delivering meals for Fort Bend Seniors Meals on Wheels.

5. **Photographic Release** – The Volunteer does hereby grant and convey unto Fort Bend Seniors Meals on Wheels all right, title and interest in any and all photographic images, video or audio recordings made by Fort Bend Seniors Meals on Wheels during the Volunteer’s work for Fort Bend Seniors Meals on Wheels, including, but not limited to any royalties, proceeds or other benefits derived from such photographs or recordings.
6. **Other** – The Volunteer expressly agrees that this Release is intended to be as broad and inclusive as permitted by the laws of the State of Texas, and that this Release shall be governed by and interpreted in accordance with the laws of the State of Texas. The Volunteer agrees that in the event that any clause or provision of this Release shall be held to be invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise affect the remaining provisions of this Release which shall continue to be enforceable.

***Screening for Exclusion from Participation in Medicare, Medicaid, the State Children’s Health Insurance Program and all the Federal Health Care Programs***

***Prior to recruitment and/or annually, FBS will conduct a search of the federal HHS Office of Inspector General (HHS-OIG) List of Excluded individual/entities (LEIE) website and the Texas HHSC Office of the Inspector General LEIE website. Information can also be found: <https://emr.dads.state.tx.us/DadsEMRWeb/emrRegistrySearch.jsp>. This information is to be shared with the Dept. of Aging and Disability Services. If an individual is found to be excluded, that information will immediately be shared with the HHS Office of Inspector General at:***

***Mailing Address:***

***E-mail Address:***

***Telephone:***

***Fax:***

***HHS, OIG, OI***

***sanction@oig.hhs.gov***

***(202) 691-2311***

***(202) 691-2298***

***Attn: Exclusions***

***P.O. Box 23871***

***Washington, DC 20026***