



Meals on Wheels

# Volunteer Guidelines

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## TABITHA CULTURE:

Tabitha's PURPOSE is to empower people to *live joyfully, age gratefully*. Each volunteer pledges to uphold it—along with Tabitha's **Core Values**:

CARE	Extend unwavering Christian compassion
CONNECT	Build relationships rooted in love, because love matters
CUSTOMER CENTRIC	Identify, clarify and anticipate needs to exceed expectations
COLLABORATE	Create an atmosphere of teamwork
CULTIVATE	Nurture an environment of innovation and growth
COURAGE	Demonstrate confidence, boldness and determination
COMMIT	Devote our time, talent and treasure
CELEBRATE	Recognize and encourage all accomplishments big and small

## AS A VOLUNTEER, YOU HAVE THE RIGHT TO BE:

- Assigned appropriate tasks according to ability, skill, interests, availability and training
- Trained and supervised for tasks accepted and provided a job description, if appropriate
- Trusted with confidential information, if needed, to help carry out assignments
- Treated with friendliness and cooperation to provide positive experiences
- In a safe and inviting work environment free of harassment and discrimination

## TABITHA EXPECTS VOLUNTEERS TO:

- Know their duties and stay on task
- Cooperate with staff and fellow volunteers and maintain a team attitude
- Sign in/out each time you arrive for a work assignment.
- Be on time for scheduled volunteer hours
- Honor your **Commitment** and be present when scheduled
- Treat all residents, staff, other volunteers, guests and Tabitha staff with respect

## INFECTION CONTROL:

Please wash your hands with soap and water for 20 seconds before beginning/after completing your route. Volunteers should also use antibacterial hand gel with at least 60% alcohol between deliveries, and cough or sneeze into a tissue. **Please do not report to volunteer if you are sick.**

## CLIENT SAFETY AND WELL-BEING:

If you find a client who has fallen and can't get up, do not touch them. Instead, offer a chair, walker or other assistive device to see if the person is able to get up on their own. If they are not able to do so, call 911 for assistance. Remain with the person until medical personnel arrive to take over. Call and notify Tabitha Meals on Wheels staff and complete an incident report.

If you find a client who is struggling medically to breathe or is unconscious, immediately call 911 for assistance. Remain with the person until medical personnel arrive to take over. Please note: if you are CPR/FA-certified, you are assuming a personal risk of exposure to infectious diseases if you render first aid without using protective equipment.

## CONDUCT:

Tabitha is an at-will agency and has the right to terminate a volunteer without cause, but will always consider the cause leading to the termination. Although it is not possible to list all the forms of behavior or conduct that are considered unacceptable in the work place, the following are examples of infractions or conduct that may result in the limitation or termination of the volunteer relationship.

- Theft
- Use of drugs/alcohol
- Violence, abuse or mistreatment of residents, volunteers or Tabitha TEAMembers
- Releasing confidential information; violating HIPAA policy
- Failure to comply with:
  - Teams' requests
  - Policies and procedures
- Violation of safety and health rules
- Sexual or other unlawful harassment or discrimination

Tabitha is a tobacco-free campus, and no drugs or alcohol are to be consumed during your volunteer shift. Tabitha also has a no-tolerance policy regarding any forms of discrimination or harassment.

## DRESS CODE:

Volunteers should be neat and clean with closed toe shoes. Please consider what would be appropriate to wear at school or work and dress accordingly.

## PROTECTED HEALTH INFORMATION:

Due to HIPAA regulations and safety concerns, cell phones are to be kept in a purse or pocket while volunteering unless you are navigating between delivery destinations. You are not to take photos of the route sheet, people, or places that Tabitha serves. Route sheets are to be protected and returned to Tabitha.

HIPAA regulations also require that even if you personally know the meal recipient you're delivering to, you may not share any information about the person receiving Tabitha Meals on Wheels without their explicit permission.

Additionally, names, addresses, and other identifiable information about clients may not be shared via text or email. Please call or leave notes on the route sheet for the Tabitha Meals on Wheels office if you have concerns about a client's wellbeing.

## CONTACT INFORMATION:

If you cannot cover your assigned volunteer time:

- **Please call 402.486.8589 or email MOW@Tabitha.org**
- While we understand extenuating circumstances, Tabitha may terminate volunteer relationship if you no call/show for more than two scheduled volunteer opportunities

If you have any concerns about clients or staff that you do not feel comfortable reporting to Tabitha Meals on Wheels or Volunteer Department staff, **contact Tabitha Director of Social Services, Sam Johnson at Samuel.Johnson@Tabitha.org or 402.484.9688.**

***Thank you for volunteering for Tabitha Meals on Wheels***