

# Hale County Meals on Wheels, Inc.

## Volunteer Training & Guidelines

### **Client confidentiality –**

Maintain confidentiality - meaning do not share any information in a manner that identifies a client.

### **Procedures used in handling emergency situations involving clients –**

Call 911. Do not move the person – you may cause further injury.

Call and report the incident to director. Director will notify the nearest relative, and together decide what action is to be taken. If necessary, someone will come to sit with the client so you may continue with your route. If you have a partner, one of you may go on with the route while the other stays. Director will inform the other clients on your route of your delay.

### **Sanitary methods used in serving and delivering meals -**

Pick up meals after 10:30 a.m. but before 11:00 a.m. to begin your route. Count cards, the meals, milks and breads to guarantee you have the correct number.

If you are unable to deliver your assigned route, please let director know as soon as possible so that arrangements can be made for a substitute. If you are running late and will arrive after 11:00 a.m., notify director so that another volunteer will not be sent out with your route.

If the client or responsible party is not present to accept the meal, do not leave the meal. Note on the colored card the date that client was not home. It is the policy of Hale County Meals on Wheels, Inc. that the director will attempt to contact a client who was not home for meal delivery and director will attempt a second delivery if the client is at home as long as the delivery will be made within the allotted time frame.

Each client receives a meal and milk (unless otherwise indicated on card). The card will state if two or more meals are to be delivered to a residence. Keep milk in small cooler with ice pack and keep meals in separate rolling cooler.

Do not leave meals outside the home. Meals must be refrigerated if they are not to be eaten immediately. Even if a meal is left outside for a short period of time, animals or insects might get into the food and many of our clients would be unable to see them.

### **General knowledge and basic techniques of working with the aged and individuals with disabilities –**

At the door of the client, be sure to identify yourself as “MEALS ON WHEELS.”

Allow the client plenty of time to reach the door, as most are elderly, may have poor mobility, and may be hard of hearing.

Do not leave immediately if you get no answer. Try the door – if open, step just inside calling the client’s name. If still no answer, telephone the client as he/she may hear a phone better than a knock. If the door is locked, check any another door noting whether the screens are locked from the inside

(this would indicate the client's presence in the house). If still no answer, report it to director and write on volunteer message card.

Inform the director immediately of any significant change in a client's physical or mental condition or environment or of any client complaint so that the alleged change or complaint may be investigated by the director. Examples of significant changes include: client is home but unable to answer the door; a change in the client's physical or mental condition; a change in the condition or appearance of the client's living space.

Notify the client as well as the director when you discover safety, health, or fire hazards in the client's home.

If you suspect abuse, neglect, or exploitation of a client, notify director or call the Texas Department of Protective and Regulatory Services at 1-800-252-5400. See attached Policy on Abuse, Neglect and Exploitation Allegations.

### **Personal hygiene** –

Do not deliver meals if you have a communicable disease or open infectious wound.

Do not directly handle any food items with your hands. Wash hands before delivery.

### **Other policies** –

It is the policy of Hale County Meals on Wheels, Inc. to suspend services if any of the following happens:

- The client or someone in the client's home racially discriminates against the person delivering meals to the client's home;
- The client or someone in the client's home sexually harasses the person delivering meals to the client's home;
- The client or someone in the client's home threatens the health or safety of a person delivering meals. This includes notifying the director about any problem dogs or other problem animals at the client's residence or in close proximity to the client's residence.

Notify the director immediately of any of the above situations.

All employees or volunteers of a provider agency who are under 18 years of age must be supervised by an employee or volunteer who is at least 18 years of age.

Hale County Meals on Wheels, Inc. greatly values the time and effort of each of our volunteers and we appreciate your willingness to make a positive difference for elderly and disabled citizens in our community.

# HALE COUNTY MEALS ON WHEELS

## Policy on Abuse, Neglect and Exploitation Allegations

Hale County Meals on Wheels implements the following written procedures for reporting and investigating an allegation of abuse, neglect or exploitation regarding an individual under 26 TAC 52.119. It is the policy of Hale County Meals on Wheels to:

- (1) Comply with applicable laws and rules governing services provided under the contract with Texas Department of Aging and Disability;
- (2) Report an allegation of abuse, neglect, or exploitation to the appropriate investigative authority;
- (3) Ensure that all employees, subcontractors, and volunteers are knowledgeable of:
  - acts that constitute abuse, neglect, or exploitation of an individual. The definitions of abuse, neglect and exploitation are:

- **Abuse**: the negligent or willful infliction of injury, unreasonable confinement, intimidation or cruel punishment with resulting physical or emotional harm or pain to an elderly or disabled person by the person's caretaker, family member, or other individual who has an ongoing relationship with the person; or sexual abuse of an elderly or disabled person, including any involuntary or nonconsensual sexual conduct that would constitute an offense under Section 21.08, Penal Code (indecent exposure) or Chapter 22, Penal Code (assaultive offenses), committed by the person's caretaker, family member, or other individual who has an ongoing relationship with the person.
- **Neglect**: the failure to provide for one's self the goods or services, including medical services, which are necessary to avoid physical or emotional harm or pain or the failure of a caretaker to provide such goods or services.
- **Exploitation**: the illegal or improper act or process of a caretaker, family member or other individual who has an ongoing relationship with an elderly or disabled person that involves using, or attempting to use, the resources of the elderly or disabled person, including the person's social security number or other identifying information, for monetary or personal benefit, profit or gain without the informed consent of the elderly or disabled person.

-the requirement to report acts of abuse, neglect, or exploitation, or suspicion of such acts to the appropriate investigative authority;

-how to report allegations of abuse, neglect, or exploitation to the appropriate investigative authority.

To report allegations of abuse, neglect or exploitation, call the Hale County Meals on Wheels office at 806-292-9020, or call the local police department at 806-296-1182, or call Adult Protective Services at 1-800-252-5400. If you believe an individual is in immediate danger, call the Plainview Police Department by dialing 911. ***IMPORTANT NOTE: Any medical emergency is to be reported immediately by calling 911.***

(iv) methods to prevent the occurrence of abuse, neglect, and exploitation; and report suspected abuse, neglect, or exploitation as instructed.

(4) Ensure that individuals are informed of how to report allegations of abuse, neglect, or exploitation before or at the time the individual begins receiving program services and at least once every twelve months thereafter.

If it is suspected that an individual has been or is being abused, neglected, or exploited or if there has been notification of an allegation of abuse, neglect, or exploitation take necessary actions to secure the safety of the alleged victim; and notify as soon as possible but no later than 24 hours, the alleged victim of the allegation report and the actions that have been or will be taken.

If abuse, neglect, or exploitation is confirmed by the investigative authority, take appropriate action to prevent the reoccurrence of abuse, neglect or exploitation, including, when warranted, disciplinary action against the employee, subcontractor, or volunteer confirmed to have committed abuse, neglect, and exploitation.

At least annually, review incidents of confirmed abuse, neglect, or exploitation and identify program process improvements that will prevent the reoccurrence of such incidents and improve service delivery.

Any type of retaliation is strictly prohibited against an employee, subcontractor, volunteer, individual, or other person who files a complaint, presents a grievance, or otherwise provides good faith information relating to possible abuse, neglect, or exploitation of an individual; or an individual because someone on behalf of the individual files a complaint, presents a grievance, or otherwise provides good faith information relating to possible abuse, neglect, or exploitation of the individual.