



Home-Delivered Meals CORPORATE DELIVERY TEAM GUIDE





WELCOME to the Albemarle Commission Area Agency on Aging Senior Nutrition Corporate Delivery Team Program

Companies of all sizes in the Albemarle Region have discovered the **Albemarle Commission Senior Nutrition Program** (Meals On Wheels) as the perfect volunteer opportunity for their employees.





WHY DOES IT WORK?

Volunteers deliver meals once a month, once a week, or on a custom schedule depending on the team size.

Meals are delivered during the employees' lunch hour with a co-worker or individually. Typically, no one employee is out of the office for more than 1 to 1½ hours a month. As a volunteer experience, this allows for great corporate social responsibility with minimal cost.

WHAT ARE THE BENEFITS?

Your company will benefit with an increase in morale, better employee communication, and promoting team building.

This opportunity allows busy people to give back to the community without sacrificing evening/weekend time with their families. Companies are seen in the community as a partner to Albemarle Commission Senior Nutrition Program, a trusted and well-known organization.

WHAT ARE COMPANIES SAYING ABOUT THE EXPERIENCE?

Doug Williams Rick Gilbert Refrigeration Plumbing Heating and Air Conditioning, INC. began as corporate volunteers in 2019 to respond to a community need.

“ For a busy company, it’s a great way to volunteer during the workday to help someone in our community who might not otherwise have a meal or visitor that day. Employees response has been great, but the community need continues, and the need for volunteers is ongoing. ”

— Doug Williams Rick Gilbert Refrigeration Plumbing Heating and Air Conditioning INC.



CORPORATE TEAM DELIVERY GUIDE

HOW DO CORPORATE DELIVERY TEAMS WORK?

What does a Corporate Delivery Team look like?

A team consists of two or more individuals who volunteer and take turns delivering meals to seniors. Volunteers can deliver in teams of two and may choose to do so once a month, or more often if it works for them. Teams can be easily scaled up to accommodate as many volunteers as are interested.

What if there aren't enough employees to form a team?

Interested individuals can deliver meals on a day that fits their schedule.

How much time will a delivery take?

A delivery route may vary from day to day, but on average routes may take 1 to 1½ hours to complete.

Who manages the process?

Each Corporate Delivery Team picks one person from the company to be the Team Leader. If needed, the position may be rotated within the team.

What are the Team Leader's responsibilities?

The Team Leader is responsible for maintaining a volunteer schedule and acts as the liaison between the company and the Meals On Wheels site.



Meals on Wheels America is the leadership organization supporting more than 5,000 community-based programs across the country that are dedicated to addressing senior isolation and hunger.



What is expected of a Home Delivered Meals (Meals On Wheels) Volunteer?

Volunteers pick up meals at our meal site on their designated day between 10:45 – 11:15 AM. They then will deliver meals for up to 16 people. In addition to the meal, volunteers bring a smiling face and social connection no matter how brief.

Clients look forward to even just a few short minutes with their volunteer, as that may be the only person they see that day.

What if an employee cannot deliver on our scheduled day?

If possible, volunteers should try to find a replacement or switch days with another team member. In an emergency, contact your team leader. It is possible for one of the delivery partners to deliver alone.

What if an employee can no longer deliver meals?

Inform your team leader that you need to resign, then the team leader will notify the Albemarle Commission Senior Nutrition Program Volunteer Coordinator. If possible, try to find a replacement or ask the Team Leader to contact someone to fill your position.

What are the benefits?

Volunteers will help from 6 to 16 individuals in need of nutritious meals and a human connection. Just knowing you've made a difference in someone's life can be a tremendous reward.

It's a wonderful way to feel coming back from your lunch break!

Becoming a volunteer for the Albemarle Commission AAA Senior Nutrition Program helps support the delivery of nearly 100,000 meals to homebound seniors each year!



FREQUENTLY ASKED QUESTIONS

What is the Senior Nutrition Program?

The Area Agency on Aging- Senior Nutrition Program is a community service agency that delivers hot, nutritious meals to homebound seniors who are unable to cook for themselves.

All of the nearly 100,000 meals delivered each year are delivered by volunteers.

Who receives Meals On Wheels?

The majority of people who receive Albemarle Commission Senior Nutrition Program home-delivered meals (Meals On Wheels) are homebound seniors over the age of 60, people with a short or long-term disability, or people living with chronic illness.

All clients are referred to the service because of difficulty preparing daily, well-balanced meals for themselves.

What if someone doesn't answer the door?

There are instructions on every delivery clipboard that state what to do when situations like this arise. It's a good thing to run through the accompanying folder and list before you leave the office in case there have been changes.

Do I need a big van or truck to haul the meals?

Almost any vehicle is adequate. The meals are packed into insulated carriers that are returned to the pick-up site at the end of the delivery.

What if I get lost?

Detailed directions are provided for each route as well as the recommendation of using your cell phone GPS. The site coordinator will go over the directions with you if you have questions, and you can always call if needed.

Together, We Can Deliver.



The following information is a brief preview of what you may expect from the Senior Nutrition Program, and what they may expect from you, the volunteer.

BEFORE your first day, expect to receive...

- ● An application form.
- ● Request for proof of valid driver's license and current auto insurance.
- ● Training with an experienced volunteer.

ON your first day to delivery meals, expect the following...

- ● Further meal delivery training.
- ● Reviewing of clipboard and clients.
- ● Assistance with packing meals and loading.
- ● A responsible staff member who can answer any question you may have.

The Senior Nutrition Program asks volunteers to...

- ● Be prompt and reliable.
- ● Drive carefully, abide by all traffic laws, and maintain current insurance coverage as required by law.
- ● Be courteous and friendly to the client. Remember, you may be the only person they see that day.
- ● Share any concern you have about the health or safety of the client with the program director.

Thank you for sharing your time with the people in our community who need you the most.



MEALS on WHEELS
AMERICA

TOGETHER, WE CAN DELIVER.