



Meals on Wheels Workplace Delivery Team Guide

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Metro Meals on Wheels is the association of 40 Meals on Wheels programs in the 7-county Twin City metro area. With its program partners, MMOW leads the effort to ensure that individuals in our community receive nutritious meals and the human connection they need to enable them to live independently.



WELCOME to the Meals on Wheels corporate volunteer program. Companies of all sizes across the Twin Cities have discovered Meals on Wheels as the perfect volunteer opportunity for their employees.

Why does it work?

- Volunteers deliver meals once a month, or as needed depending on the delivery team size, during their lunch hour with a co-workers or individually.
- Typically, no one employee is out of the office for more than 1 hour a month.
- As a volunteer experience, this allows for great corporate social responsibility with minimal cost.

What are the benefits?

- Build exceptional employee morale, creates better employee communication, and promotes team building.
- Allows busy people to give back to the community without taking away evening and weekend time with their families.
- Companies are seen in the community as a partner to Meals on Wheels, helping to serve over 1.1. Million meals each year.

What are companies saying about the experience?

Daniel O’Keefe, Executive Vice President for Benfield, Inc. says “at the expense of a few minutes of weekly contact, I have provided companionship and friendship to an elderly person who might otherwise feel much more alone than she does because of our friendship. In return, I have experienced a friendship with a very remarkable woman. For me, it’s a very great return for a very small price.”

Lindsay Wynne, former MOW Volunteer Program Coordinator for 3M, say, “For busy people, it’s a great way to volunteer during the workday and get that personal reward for helping someone who might not otherwise have a nutritious meal that day, or even be able to remain at home. 3M began the program in 1989 to respond to a community need. Employee response has been great, but the community need continues, and the need for volunteers is ongoing.”

Companies that currently organize Workplace Delivery Teams (partial list)

Target Corp.	Medtronic
3M	Xcel Energy
Cummins	Deluxe Corporation
General Mills	MN Department of Human Services
Boston Scientific	Wells Fargo
UCARE	Ameriprise Financial
Toro	Metro State University

Contact MMOW Volunteer Manager, Kelsey Ohme, to start your Workplace Delivery Team today! Kelsey@meals-on-wheels.com or call 612.623.3363



WORKPLACE DELIVERY TEAMS: HOW DO THEY WORK?

What does a Workplace Delivery Team look like?

A team consists of 8-10 employees who agree to take turns delivering meals on day each week to homebound people. Volunteers deliver in teams of two, once a month.

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

Smaller groups or interested individuals can deliver meals on a day that fits their schedule.

How long does it take?

The delivery takes about an hour. There are over 40 MOW sites metro-wide, so the program site won't be far away.

Who manages the process?

Each group picks one person to be the team leader. If needed, the position may be rotated within the group. This position may be filled with a community affairs employee or a volunteer.

What are the Team Leader's responsibilities?

The leader is responsible for scheduling the group and acts as the liaison between the company and the Meals on Wheels site.

What is 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?

Be sure to inform your team leader that you need to resign. If possible, try to find a replacement or ask the team leader to seek someone to fill your position.

What are the benefits?

Volunteers will help 10-12 individuals in need of nutritious meals and a human connection. Just knowing they've made a difference in someone's life can be a tremendous reward and it's a wonderful way to feel coming back from the most unique lunch break.

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FAQs ABOUT DELIVERING MEALS

What is Meals on Wheels?

Meals on Wheels (MOW) is a non-profit community service that delivers a hot, nutritious meal Monday-Friday to people who may be disabled and/or living homebound due to a variety of reasons. Nearly all of the 1.1 Million meals delivered each year are delivered by volunteers.

Who receives Meals on Wheels?

The majority of people who receive Meals on Wheels are seniors over the age of 65, people living with a handicap or disability, or people living with an illness. All recipients are referred to the service they have difficulty preparing daily, well-balanced meals for themselves.

What is expected of a MOW volunteer?

Volunteers pick up meals at their neighborhood meals site on their designated day and deliver meals to about 10 people. In addition to the meal, volunteers bring a smiling face and a connection to the outside world. Clients look forward to even just a few short minutes with their volunteer driver, as that may be the only person they see that day.

What is someone doesn't answer the door?

Sometimes there are instructions on the card that says where to leave the meal. Otherwise, the meal is brought back to the meal site when you return the meal carrier bags. The site coordinator follows up with the recipient immediately to see why they didn't answer the door.

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

Almost any vehicle is adequate (A Smart Car might not be big enough). The meals are packed into soft-sided insulated carriers that are returned to the pick up site at the end of the delivery.

How much time will a delivery take?

Delivery usually takes about one hour, and a team of volunteers delivers once a month.

What if I get lost?

Detailed directions and maps are provided for each route. The site coordinator will go over the directions with you. Volunteers receive an emergency phone number for the site coordinator.

Do I collect money for the meal?

Recipients contribute to the cost of their meals and volunteers may be asked to return their payment to site – it is okay to do that. Generally, they mail payment back to their site coordinators.

Call 612.623.3363 to get started today!



FOR COMPANY VOLUNTEERS – WHAT TO EXPECT WHEN YOU DELIVER MEALS

Welcome to the Meals on Wheels Workplace Delivery Team Program. Thank you for sharing your time with the people who receive the much-needed hot meals. The following information is a brief preview of what you may expect from the Meals on Wheels program, and what they may expect from you, the volunteer.

BEFORE your first day, expect to receive...

- Directions to the pick-up site
- Recommended arrival time
- Application form
- Background Check release form
- Request for proof of a valid driver's license and current auto insurance

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

- Meal delivery training
- Detailed driving instructions, addresses and maps
- Meals packed and ready for delivery so you're not kept waiting
- Responsive staff who can answer any questions you may have

Meals on Wheels expects 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 recipients. Remember, you may be the only person they see that day.
- Share any concern you have about the health or safety of a recipient with the program coordinator.

Become a volunteer for Meals on Wheels and help support the delivery of over 1.1 Million meals each year!

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