



## **Meals on Wheels Workplace Delivery Team Guide**

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**WELCOME** to the Meals on Wheels' Workplace Delivery Team 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, 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 hour a month.
- As a volunteer experience, this allows for great corporate social responsibility with minimal cost.

**What are the benefits?**

- Builds 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, a trusted and well-known organization

**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. 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 Meals on Wheels Volunteer Program Coordinator for 3M,* says, "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	Medtronic
3M	Xcel Energy
Cummins	Deluxe Corporation
General Mills	MN Department of Human Services
Boston Scientific	Wells Fargo
UCARE	Ameriprise Financial
Toro	Thrivent Financial for Lutherans

**Contact Metro Meals on Wheels Volunteer Manager, Emily Lund, to start your Workplace Delivery Team today!** Email her at [Emily@meals-on-wheels.com](mailto:Emily@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 two or more individuals who agree to take turns delivering meals to seniors and people with disabilities. 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 however many volunteers 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 long does it take?*

The delivery takes about an hour. There are 35 Meals on Wheels sites metro-wide, so the program site won't be far away.

### *Who manages the process?*

Each Workplace Delivery Team 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 maintaining a volunteer schedule and acts as the liaison between the company and the Meals on Wheels site.

### *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?*

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 eight to 10 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!

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## FAQs ABOUT DELIVERING MEALS

### *What is Meals on Wheels?*

Meals on Wheels is a nonprofit community service that delivers a hot, nutritious meal Monday through Friday to seniors and disabled individuals who are unable to cook for themselves. 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 short or long-term disability, or people living with an illness. All recipients are referred to the service because they have difficulty preparing daily, well-balanced meals for themselves.

### *What is expected of a Meals on Wheels volunteer?*

Volunteers pick up meals at their neighborhood meals site on their designated day and deliver meals to eight to 10 people. In addition to the meal, volunteers bring a smiling face and social connection. 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 if 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. 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, once a week, or on a custom schedule that works for the team.

### *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.

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## **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
- 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 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 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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