

Meals on Wheels of Syracuse

Volunteer Handbook



2025 Edition

65 Years of Service to our Community

Mailing Address: 300 Burt Street, Suite 1 Syracuse, NY 13202

Site Address: 230 Oakwood Avenue, Syracuse NY 13202

Telephone: 315-478-5948

Fax: 315-478-6770

Email: volunteer@meals.org

Website: www.meals.org

Office Hours: Monday-Friday 8:30am-4:00pm

Table of Contents

Executive Director's Welcome	3
Mission Statement	4
Program Description	5
History, Governance	6
Meals on Wheels Facility	7
Eligibility for Service, Hours, Schedule	8
Volunteer Descriptions	9
Becoming a Volunteer	10
Code of Conduct	11
Delivery Driver Policies & Procedures	14
Food Service Volunteers	20



Meals on Wheels of Syracuse, New York Inc.
300 Burt St.
Syracuse, NY 13202
315-478-5948
Fax: 315-478-6770
Web Site: meals.org

Dear New Volunteer,

On behalf of the entire Meals on Wheels of Syracuse (MOWS) organization, welcome and thank you for joining our team. We are so grateful for the time you are able to donate to us. Each day volunteers, like you, produce, package, and distribute meals to our homebound neighbors.

For many of our neighbors, the MOWS volunteer visit may be the only face-to face human interaction they have that day. Delivering meals to them makes a world of difference. The power of that knock on their door each day has tremendous impact.

We want you to have a pleasant and rewarding experience as a volunteer for Meals on Wheels of Syracuse. Toward that end, if you have any questions or concerns, please do not hesitate to connect with our Volunteer Coordinator, Tina, or myself. Our doors are always open. You make a difference in our community and we appreciate YOU very much.

Warm Regards,

A handwritten signature in black ink that reads "Beth E Hurny-Fricano".

Beth E, Hurny-Fricano

Executive Director

To organize, plan, and administer the service of delivering nutritious meals, nutrition education and resource assistance to people living in our community unable to do so for themselves.

The Mission of Meals on Wheels of Syracuse



Program Description

The first Meals on Wheels program in the United States was started in 1954 by a caring group of individuals in Philadelphia, PA who wanted to support neighbors who had grown unable to shop for and prepare their own meals. This concept of neighbors serving neighbors in need is the hallmark of what has grown into a national movement providing foundational social service in communities all across America.

Meals on Wheels delivers a nutritious meal, a safety check, and the smile that serves as a lifeline to homebound and socially isolated seniors. This combination of services goes well beyond fighting the battle against the hunger that threatens one in six of America's seniors; it provides the support and peace of mind that enables them to remain safely and securely in their own homes as they continue to age.

Enabling seniors to stay in their own homes means they remain happier, extend their independence and can stay connected to the communities and surroundings that provide them comfort. The powerful side effect of this result is that it means seniors can stay out of expensive nursing facilities and hospitals, an outcome that saves taxpayers billions of dollars in healthcare and medical expenses alone.

Meals on Wheels is an effective and proven public-private partnership that serves virtually every community in the country. What began as a community-supported approach to addressing seniors' socialization, safety and nutritional needs eventually got the attention of lawmakers who recognized it as a national issue. Through the passage of the Older Americans Act of 1972, local programs now receive supplemental funds to support their work. This landmark legislation enhances the collaborative partnerships model that exists today.

On a national level approximately one third of Meals on Wheels program funding comes from the Older Americans Act while the remaining two thirds emanates from private donations, client and family contributions, corporate partnerships, state and local governments, and foundations.

Meals on Wheels of Syracuse's History

Meals on Wheels of Syracuse, Inc. was founded in 1959, the 4th established program in the United States as a service to help seniors with physical limitations remain in their home for as long as possible. Today Meals on Wheels retains that tradition by providing a hot and cold meal to people who are otherwise unable to cook for themselves each day.

Meals on Wheels volunteers have a long history of dedication to those in need. Each day volunteers help prepare, package, and distribute meals to seniors and those in need.

Since 1959 Meals on Wheels has provided an estimated 6 million meals to residents of Syracuse, the Onondaga Nation, Jordan-Elbridge, Skaneateles, and Nedrow. In previous years Meals on Wheels of Syracuse has served other parts of Onondaga County.

Governance

Meals on Wheels of Syracuse, Inc. is a 501(C)(3) registered nonprofit organization and is governed by an all volunteer board of directors. The board includes several standing committees: Executive Finance; Fund Development and Marketing; Planning and Board Development.

Board members serve two consecutive three year terms. Interested parties are interviewed for terms beginning in October.

The Meals on Wheels of Syracuse Facilities

Meals on Wheels of Syracuse is located in the ground floor on the back side of Almus Oliver Tower a Syracuse Housing Authority building located at 300 Burt St. For mapping purposes our driveway is located at 230 Oakwood Ave. Delivery drivers can access the parking lot for loading their meals off the driveway on Oakwood Ave. All other volunteers please use the parking lot located on the corner of S State St and follow the sidewalk around to the rear of the building.

Parking passes are available for weekly volunteers.

Please use caution when entering or exiting the Meals on Wheels of Syracuse parking lot. During meal delivery times many vehicles are entering and exiting the parking area as well as volunteers and staff walking to and from the automobiles.

We welcome you into our facility as both a volunteer and guest. Meals on Wheels of Syracuse ask's you to remember that it is a place of business where many activities take place. Please handle yourself in a professional manner.



Eligibility for Services

People are eligible to receive meals from Meals on Wheels when they are:

- Unable to shop or cook for themselves
- Recovering from an accident or illness
- Permanently or temporarily disabled
- Unable to manage a special diet

There are no age or income restrictions for service.

Meal Delivery Schedule & Holidays

Meals on Wheels of Syracuse operates Monday-Friday with the exception of major holidays. The Meals on Wheels offices are open from 8:30am to 4:00pm every day that Meals on Wheels prepares and delivers meals. We are closed on the following major holidays.

Observed holidays:

- New Year's Day
- Memorial Day
- Juneteenth
- Fourth of July
- Labor Day
- Thanksgiving
- Christmas

Snow Closings and Cancellations:

Snow closings and cancellations will be announced on the local news media. If you suspect Meals on Wheels of Syracuse will be closed, please check the news or social media.

A Meal Recipient's Story

Meet Lucy & Donald

"I am 80 and my husband is 81 years old. I am his caregiver. Prior to Meals on Wheels, I felt so overwhelmed, alone, upset, tired, and sick since I have medical issues of my own. It has been quite difficult for me to get our meals prepared, since I had to go to the store and leave him alone. I felt pressured. I would just hide my tears. I kept trying to keep a happy face.

Meals on Wheels has given me the freedom to take better care of my husband. You see, we have been married 62 years, and now that he is sick, I want this time to sit and talk with him, listen to

him, even observe changes in his medical behaviors. Just be present. Meals on Wheels has offered me that time.

Thank you, Meals on Wheels, and thank you to all the volunteers who take time to care—to not only deliver food but to check on us. You see, volunteers, you not only feed the body, but you also feed the soul because you care. God Bless.” Lucy on behalf of Lucy & Donald

Lucy’s words remind us all that Meals on Wheels is more than a meal—it’s a gift of time, love, and dignity. Because of the generosity of our volunteers and supporters, couples like Lucy and Donald can stay together in the home they cherish, surrounded by the love they’ve built over a lifetime.



Volunteer Descriptions

There are several types of volunteers needed to accomplish the mission of Meals on Wheels of Syracuse. Volunteer activities include, but are not limited to, preparing and packaging food, delivering meals, special events, and general office tasks.

Food Service Volunteer

Food service volunteers are individuals assigned to work in the kitchen to assist with meal preparation and packaging. Guided by the Food Services Director and assigned Meals on Wheels staff volunteers are asked to follow all applicable food safety guidelines.

Food preparation occurs on normal weekdays between 7:00am and 11:30am. Food preparation and clean up shifts are available on selected days between 11:30am and 2:30pm.

Delivery Driver Volunteer

Delivery drivers assist Meals on Wheels by delivering prepared meals to homebound recipients and having daily contact with them. Delivery driving volunteers are the face of the Meals on Wheels program. Volunteers are coordinated by the Volunteer Office. Meals are delivered weekdays between 10:30am and 1:00pm.

Office Volunteer

Office volunteers assist with easier tasks related to mailings, filing, shredding and telephone operation.

Becoming a Volunteer

Anyone wishing to volunteer with Meals on Wheels of Syracuse must first complete the application process which includes a formal application and release statement, a potential background check, interview and driver orientation. Applications can be found on Meals.org or by stopping by our office.

Application

An application and release statement is required from all potential volunteers. All volunteers who wish to deliver meals must also provide a valid driver's license and proof of automobile insurance.

Background Check

Potential volunteers must agree to a background check. Due to the work of Meals on Wheels it is possible that volunteers will come into contact with private information about our meal recipients. Meals on Wheels of Syracuse, Inc. reserves the right to conduct criminal background checks on all volunteers at any time.

Interviews

Interviews are the best way to match a potential volunteer with an opportunity. Once a potential volunteer has submitted an application the interview will be conducted by the Volunteer Coordinator and / or the Food Services Director to best determine the applicant's fit with the Meals on Wheels program.

Orientation and Training

Meals on Wheels of Syracuse provides orientation and training for all new volunteers and for volunteers wishing to renew their knowledge and skills. The Volunteer Coordinator will schedule orientations on an as needed basis. All new delivery volunteers must participate in an orientation before they begin their volunteer experience. Volunteers wishing to deliver meals can ask to have a staff member or experienced volunteer accompany them on their first route. Volunteers are encouraged to bring a friend.

Code of Conduct

Meals on Wheels of Syracuse is an Equal Opportunity agency. Meals on Wheels of Syracuse accepts volunteers in designated positions without regard to race, religion, sex, national origin, age, disability, veteran status, military status, sexual orientation or any legally protected classification.

Appearance & Dress Code

Meals on Wheels of Syracuse volunteers should present a safe, consistent, and courteous image for the agency by dressing appropriately and comfortably for their volunteer experience.

Delivery Volunteers:

- Wear comfortable shoes with a good tread
- Wear weather appropriate clothing
- Maintain acceptable standards of personal hygiene and grooming

Food Service Volunteers:

- Refrain from dressing in provocative, lewd or otherwise inappropriate attire
- Shorts must be to the knee
- Wear closed toe shoes, no sandals
- All shirts must have sleeves with armpits covered
- Maintain acceptable standards of personal hygiene and grooming
- Hairnets/Hats, aprons and gloves must be worn in the kitchen at all times

Attendance

Volunteer attendance is important to carry out the mission of Meals on Wheels. Each day hundreds of people depend on Meals on Wheels volunteers to prepare and deliver nutritious meals to them.

On occasion circumstances prevent a volunteer from working their volunteer shift. When absence is necessary volunteers are required to notify the Volunteer Coordinator as soon as possible. Illness is inevitable. To maintain the health of our meal recipients, volunteers and staff individuals who feel ill should cancel their volunteer shift doing so as far in advance of your scheduled shift as possible.

Failure to adhere to basic attendance policies and repeated “no shows” may result in an individual or group dismissal from volunteer service.

Alcohol and Drug Policy

It is the goal of Meals on Wheels of Syracuse to provide a safe and healthy environment for volunteers, employees, and meal recipients by maintaining a drug, alcohol and smoke free environment. This policy applies to all volunteers of the Meals on Wheels of Syracuse regardless of position or location.

Meals on Wheels of Syracuse will not tolerate or condone substance abuse. It is the policy of Meals on Wheels of Syracuse to maintain an organization free from alcohol and drug abuse and its effects.

It is the policy of Meals on Wheels of Syracuse that volunteers who engage in the sale, use, possession, or transfer of illegal substances or who offer to buy or sell such substances, who use alcohol before or during volunteer activities or who abuse prescribed drugs will be subject to disciplinary action up to and including termination.

Tobacco and Smoking Policy

Volunteers and visitors are permitted to smoke only in the designated smoking area and are expected to dispose of smoking materials in designated receptacles. Use of smokeless tobacco (e-cigarettes) products is restricted to designated smoking areas as well.

Harassment

Meals on Wheels of Syracuse is committed to providing an environment that fosters mutual respect and working relationships free of harassment including harassment based on race, color, sex, religion, sexual orientation, gender identity, marital status, pregnancy, age, national or ethnic origin, disability, or military status. Meals on Wheels of Syracuse specifically prohibits any form of harassment by or toward employees, volunteers, contractors, suppliers, or recipients of Meals on Wheels' services.

Under this policy harassment is defined as any unwanted verbal or physical conduct or retaliation that has the purpose or effect of creating an intimidating, hostile, or offensive work environment; reasonably interfering with an individual's work performance; or affecting an individual's employment opportunities.

Forms of harassment include, but are not limited to, unwelcome verbal or physical advances and sexually, racially or otherwise derogatory or discriminatory materials, statements or remarks. All employees, including supervisors and managers, as well as volunteers will be subject to disciplinary action up to and including termination of employment or volunteer service for any act of harassment.

Individuals who believe they have witnessed or been subjected to harassment should report the incident to the Volunteer Services Coordinator or the Executive Director immediately so the appropriate steps can be taken. All complaints will be investigated promptly and as confidentially as possible and corrective action up to and including termination of volunteer service will be taken when warranted.

Individuals reporting a problem concerning possible acts of harassment will not be retaliated against in any manner for having done so in good faith. Anyone engaging in any form of retaliatory action against another person for exercising rights under this policy will be subject to disciplinary action up to and including termination of volunteer service.

Confidentiality

Confidentiality is the preservation of private information. Often, by necessity, personal and private information is disclosed in a professional working relationship. Part of what you learn is necessary to provide services to the meal recipient; other information is shared within the development of a helping trusting relationship. Therefore, most information gained about individuals through volunteering is confidential in terms of the law and disclosure could make you legally liable. Disclosure could also damage your relationship with the meal recipient and make it difficult to help the person.

All information concerning clients, former clients, our staff, volunteers, financial data, and business records of Meals on Wheels of Syracuse, Inc. is confidential. “Confidential” means that you are free to talk about Meals on Wheels and about your volunteer experience, but you are not permitted to disclose meal recipients’ names or talk about them in ways that will make their identity known. This is a basic component of client care and business ethics. The board of directors, staff and our meal recipients rely on paid staff and volunteers to conform to this rule of confidentiality.

Meals on Wheels of Syracuse, Inc. expects you to respect the privacy of meal recipients and to maintain their personal information as confidential. Any records dealing with specific clients must be treated as confidential. General information, policy statements or statistical material that is not identified with any individual or family is not classified as confidential. Staff members are responsible for maintaining the confidentiality of information relating to other staff members and volunteers in addition to clients.

Failure to maintain confidentiality may result in corrective action up to and including termination of volunteer service. This policy is intended to protect volunteers as well as Meals on Wheels of Syracuse because in extreme cases violations of this policy also may result in personal liability.

Delivery Driver Policies and Procedures

Volunteer delivery drivers play a vital role in supporting the mission of Meals on Wheels of Syracuse. As such, it is important for Meals on Wheels to have clear and consistent policies and procedures. Volunteers who wish to deliver meals must:

- Be 18 years of age or older – or accompanied by a parent or guardian
- Maintain a valid driver's license and not have had any moving violations in the past 3 years
- Maintain automobile insurance that meets New York State minimum requirements
- Not have any pending nor prior criminal convictions

Volunteers are required to notify Meals on Wheels of Syracuse of any changes to the status of their health, criminal or driving record immediately. Failure to do so could result in suspension or dismissal of volunteer service.

Volunteer Safety

Volunteer safety is a top priority. Meals on Wheels of Syracuse encourages volunteers to be vigilant about their surroundings. Hazards come in many forms both natural and man made.

- Check your surroundings before getting out of your vehicle
- Be cautious when approaching steps and front porches
- Dress weather appropriately; wear comfortable and safe footwear
- Be cautious of icy conditions on roads and sidewalks
- Please follow all traffic safety rules
- If you carry a cell phone, take it into buildings and homes you enter
- If you see or hear something concerning, call Meals on Wheels office at 315-478-5948. If it is an emergency dial 911 and notify Meals on Wheels.

Meal and Delivery Schedule and Holidays

Meals on Wheels of Syracuse operates every weekday with the exception of major holiday.

Some meal recipients receive weekend meals. Weekend meals are distributed during the week. For current weekend meal delivery schedule, please ask the Volunteer Coordinator.

Meal recipients receive holiday meals. Holiday meals are distributed before a major holidays; New Years Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Routes

To efficiently achieve the mission of Meals on Wheels of Syracuse, there are defined delivery routes for the Meals on Wheels of Syracuse service area. Volunteers may be assigned to any route to help achieve the mission of Meals on Wheels of Syracuse.

Volunteer preferences will be taken into consideration when assigning routes, however, they cannot be guaranteed. Efforts will be made to keep volunteers on the same or similar routes whenever possible. Routes are designed and calculated to achieve maximum efficiency for Meals on Wheels of Syracuse even if it is not apparent from reviewing one single route or delivery order. New meal recipients sign up each day while others move away or into a care facility. To remain efficient Meals on Wheels of Syracuse will update routes as needed.

The volunteer office will do its best to communicate changes in a timely manner. On occasion to meet the needs of the organization changes may happen with short notice.

Route Sheets

The meal recipient list and delivery schedule is dependent on a number of personal factors for the meal recipients so changes occur each day. Volunteers are required to pick up a route sheet when they check in with the Volunteer Coordinator each day. Meals on Wheels of Syracuse requires you to return your route sheet at the end of each route. Route sheets provide the following information:

- Meal recipient's name, phone number and address
- Turn by turn directions to the meal recipient's home or apartment
- Daily meal type
- Special instructions for delivery (color of house, which door to go in, etc.)

Meal Pick Up & Check-In

Meals can be picked up between 10:30am and 11:00am at the Burt Street location. For reasons of food safety all meals must be dispatched before 1:00pm. When you arrive for your volunteer service please enter our driveway with caution. During this time there are as many as 30 vehicles arriving and departing.

- When you arrive check in with the Volunteer Coordinator for your route assignment
- Tell the transporter your route number
- Once your meals are ready the transporter will place the coolers in your vehicle. Please let the transporter know your preference for cooler placement

Keys

Meals on Wheels of Syracuse has a strong and proud tradition of providing meals to those who cannot do so for themselves. For some meal recipients the only option for receiving meals requires the Meals on Wheels of Syracuse volunteer to have a key to enter the building or

apartment. Keys will be distributed each day by the Volunteer Coordinator with the route sheets. Keys must be returned to the Meals on Wheels of Syracuse Volunteer Coordinator at the end of the route each day. Volunteers must exercise confidentiality and respect when entering a meal recipient's home and should knock and announce "Meals on Wheels" before opening the door and entering.

Test Meals

The Onondaga County Department of the Aging in combination with the Onondaga County Department of Health require Meals on Wheels of Syracuse to test a cold meal and the hot meal once a month for each route. **If your route has a test meal at the bottom of the cooler please leave it there and when returning to Meals on Wheels of Syracuse let the transporter know right away that you have test meals.**

Monthly Donation Requests & Other Communications

The cost of producing meals falls short of program funding. To help Meals on Wheels make up the gap in funding volunteers are asked to distribute a donation request with the meals once per month. Requests are distributed with the daily route sheets and are labeled for individual meal recipients. Volunteers are asked to distribute the request with the meals to the correct recipients.

Twice a year menus and surveys are distributed to meal recipients. Meals on Wheels asks volunteers to help distribute menus to meal recipients as a cost saving measure. Menus are labeled for each individual and are separated by route.

Meal recipients may give you correspondence to return to Meals on Wheels. Please give any correspondence to the Volunteer Coordinator upon the return of your route delivery.

Questions & Inquiries

Meal recipients may ask you about menu options, their delivery status, or about a previous issue. Please explain to the meal recipient that you are a volunteer and ask them to call the office. If you can remember please notify the volunteer office that the meal recipient had a question. The recipient's case manager will make contact and answer the questions.

Meal Recipients

Meal recipients come from all walks of life. While the majority of meal recipients are elderly a small percentage of meal recipients are disabled but not elderly. When volunteering please remember:

- Many meal recipients have mobility challenges; it may take them a few minutes to answer the door
- Many recipients are hard of hearing: please KNOCK LOUDLY and REPEATEDLY
- Always announce yourself as "Meals on Wheels"

- Many meal recipients have memory issues; they may forget they are receiving meals
- Interaction with the meal recipients is encouraged

When a Meal Recipient Doesn't Answer

On occasion even homebound seniors may have to step out for a doctor's appointment or other necessary appointments. Meal recipients are encouraged to leave a cooler with ice in a reasonably safe place near their door.

When you think the meal recipient is not at home:

- Make sure you are at the correct address
- Make sure you are knocking LOUDLY and ringing the bell if there is one
- Wait an acceptable amount of time; listen for the meal recipient to respond or other sounds to indicate someone might be home
- Call the number on the route sheet or app if no one answers after a reasonable amount of time. Sometimes clients are asleep or do not hear our knocks
- If there is a cooler with ice near the door then leave meals in the cooler
- **If there is no ice bring the meals back to Meals on Wheels**
- If there is already a meal in the cooler please notify the volunteer office
- Please do not leave the meals on porches, doorsteps, or other places where the food could spoil or be gotten to by animals
- If you have reasonably determined that the meal recipient is not home and there is no ice in the cooler bring meals back to Meals on Wheels and leave a hang tag on their door

Fraternization

While volunteers are encouraged to be friendly towards meal recipients Meals on Wheels volunteers are not allowed to fraternize with meal recipients outside of their volunteer experience. Volunteers may not offer rides, services or goods, visit or offer advice. Volunteers may not solicit on behalf of any other organization, place of worship or political point of view during their volunteer service. Volunteers may not accept gifts or gratuities for their services.

Reporting an Issue

Volunteers may be the only contact with the outside world the meal recipient has. Meals on Wheels asks volunteers to keep their eyes and ears open for anything unusual. Volunteers should report anything (non-emergency) out of the ordinary to the volunteer coordinator.

Things to notice might be:

- Extreme hot or cold temperatures in the client's home
- Disoriented or confused meal recipients
- If a meal recipient has labored breathing
- An obvious structural problem at the meal recipient's home
- Unsafe environment inside or outside

In Case of Emergency

If you discover a meal recipient has fallen or is unconscious please DO NOT move them. Moving someone who is injured may result in further injury. Please call 911 for assistance, then also call the Meals on Wheels Volunteer Coordinator at 315-478-5948, ecext. 213.

Accidents

If you have an accident, automobile or otherwise, please secure your surroundings and make sure you and other persons involved are as safe as possible and call 911. When it has been established that everyone is safe and emergency services has been called please contact the volunteer coordinator at 315-478-5948 ext 213.

Return

Once meals have been delivered please return the coolers, route sheets and keys to the Meals on Wheels site at Burt Street. Report any meal delivery problems such as recipients not home or concerns about meal recipients to the volunteer coordinator. Please return any undeliverable meals to the volunteer coordinator.

App

A Meals on Wheels app is now available for use on smart phones. Drivers are encouraged to download and use the app to aid in delivery and to provide the Meals on Wheels staff with real time information. Please see the volunteer coordinator for details.

App Store: ServTracker Mobile Meals App



Customer ID: NY1007

Route Code: Enter Route #

Password: driverpass

Passkey Changes Daily

Monday – **Green**

Tuesday – **Blue**

Wednesday, **Red**

Thursday, **Yellow**

Friday, **Orange**

Food Service Volunteer Policies and Procedures

Food service volunteers are an integral part of the Meals on Wheels programs. Each day volunteers help prepare and package meals for distribution.

Staff

Meals on Wheels of Syracuse maintains a small but dedicated paid staff to assist with accomplishing its mission. When questions of procedure or direction arise volunteers should consult a Meals on Wheels Food Service staff member.

Breaks

Most volunteers only work a 3 hours shift each morning; however, Meals on Wheels would like to make sure you get a few minutes rest during your time with us. Breaks occur when tasks have been accomplished, usually between packaging the cold line and starting the hot line. If you need a break please ask one of the kitchen staff.

Volunteer Lounge

Meals on Wheels of Syracuse has a lounge/kitchen area for the use of the volunteers. Often coffee, snacks and other treats are provided. While you are at the Meals on Wheels site please enjoy any of these amenities and clean up after yourself. This includes the restroom, volunteer lounge and any other place you may be in the building. Please use professional language while you are in our place of work.

Coats and Belongings

Volunteers may hang their coats on the rack in the volunteer lounge. Valuables and other belongings can be kept in a locker in the kitchen area. Please ask any staff member for the location and a lock to secure your valuables. Meals on Wheels of Syracuse will not take responsibility for lost, damaged or stolen property.

Dress Code

In addition to the standard dress code for all volunteers food service volunteers are asked to comply with the following regulations:

- Volunteers must put on a hairnet or hat before entering the kitchen area and not remove it until you exit the kitchen. Please do not wear loose fitting clothing (scarves etc.) or large jewelry
- Volunteer's shirts or tops must have sleeves and undergarments must be covered
- Volunteers are asked to always wear a disposable apron or a cloth apron you bring from home and gloves while working with food
- Always wear closed toe shoes; no sandals or flip flops

Food Safety

As a professional kitchen Meals on Wheels of Syracuse must adhere to all applicable food safety regulations. The following rules apply to food service volunteers.

- Eating, drinking or chewing gum while in the kitchen is not permitted
- Volunteers may not sit or lean on the food prep counters
- Hairnets or hats must be worn at all times
- There can be no floor sweeping when food is being prepared
- Hands must be washed before putting on clean gloves or when they are soiled
- If you are ill, experience a cold, sore throat, fever, diarrhea or vomiting-DO NOT VOLUNTEER
- If you are experiencing an infected cut or boil-DO NOT VOLUNTEER

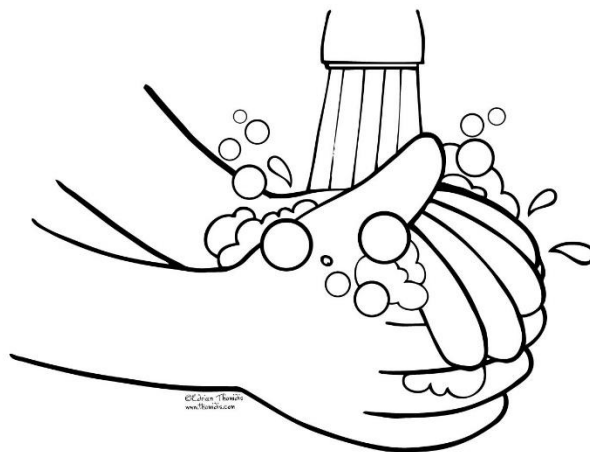
Hand Washing

Hand washing is required before handling food. In addition, please wash your hands thoroughly after the following:

- Using the restroom
- Blowing your nose
- Touching any soiled surface, object or clothing (including your skin)
- Handling raw foods
- Eating, drinking or smoking

Hand washing steps:

- Use warm running water in the hand sink only
- Use liquid/anti-bacterial soap
- Rub hands together, with soap, at least 20 seconds
- Be sure to clean under your nails and cuticle areas
- Rinse well, dry hands using paper towels



Safety in the Kitchen

Volunteer safety is a primary concern for Meals on Wheels of Syracuse. Due to the nature of food preparation volunteers may come into contact with various pieces of equipment. All equipment should be used with caution.

- Please do not run in the kitchen
- Wear comfortable closed toe shoes with non-slip soles
- Always carry knife blades pointing straight down
- Do not put any sharp knives or objects in the sink, place them to the left of the sink and let the dish person know it's there
- Always wear a cutting glove when chopping/cutting foods
- Stay focused on task and avoid distractions

Accidents and Injury

Please report any accidents or injuries to the Food Services Director or the Volunteer Coordinator immediately. If your injury requires medical attention please let the ER know that you are a volunteer not an employee of Meals on Wheels.

**Meals on Wheels thanks you so much for volunteering.
We are so glad you are part of our community.**

