



**Whatcom  
Council on Aging**



## **Meals on Wheels Driver Volunteer Description**

**Department:** Meals on Wheels and More

**Volunteer Schedule:** Routes vary in length and location,  
Pick up times are as early as 7:45 am and as late as 11:10am M-F  
Route duration is typically from 1hr to 4hrs.

**Objective:** To provide the delivery of meals (frozen or hot) to home-bound seniors to ensure they have healthy meals while they are struggling to cook.

### **Duties and Responsibilities:**

- Deliver meals to the homes of vulnerable/homebound seniors in Whatcom County.
- Pick-up meals at the Bellingham Senior Activity Center (BSAC) at the scheduled time.
- Check-in with each client to see how they are doing and report any concerns to MOW (Meals on Wheels) team. (Some clients might not have family nearby so these check-ins are really important.)
- Notify MOW team if a client does not answer the door immediately, since it might mean the client is facing a medical emergency or has fallen.
- Leave a “we stopped by” door hanger if a client is not home.
- Maintain a respectful, compassionate, and kind working relationship with clients, staff, volunteers.
- Maintain confidentiality of client records and personal information, including birthday, contact information, financial issues, health issues and if they receive Meals on Wheels.
- Since clients are vulnerable and high risk for serious covid illness, drivers are asked to practice safe covid protocols to reduce exposure and possible transmission of virus, which might include:
  - Wearing a mask while in a client’s home,
  - Not driving when experiencing symptoms of illness (Contact the Volunteer Coordinator as soon as possible when feeling sick/unable to drive)
- Log all volunteer hours at Check-in Station (required by state L&I).
- Notate all route sheets to show meals that were not delivered and let Meals on Wheels team know who did not receive meals.
- Return boxes/hot bags/clipboard/supplies immediately to Senior Center after route.
- Drive safely and follow all rules of the road.
- Maintain a good driving record.
- Provide an incident report if an emergencies or significantly difficult situations arise while on the route.

**Requirements:**

- Must be 21 years or older with a clean driving to drive for Meals on Wheels. (Passengers who are not driving, but are helping to deliver meals, can be as young as 11 if responsible and able to remain calm while visiting fragile seniors.)
- Enjoy working with a diverse population and helping people.
- Must be kind, compassionate, patient and friendly.
- Have a reliable/well maintained vehicle to deliver meals.
- Have a valid driver's license and proof of current auto insurance.
- Clear criminal background and good driving record. (Required by DSHS since we are working with a vulnerable population)
- Must be able to carry a 5-7 pound bag to the car and then to the client's door. (Climbing steps may be required, depending on the route.)

**Orientation/Training:**

- Participate in a Driver Orientation with MOW staff.
- Read the Driver's Handbook.
- Participate in a Ride-Along with an experienced driver.
- Take a tour of the facility to see where to pickup meals (for hot and cold routes) and how to log volunteer hours.

**Relationships:**

- Collaborates with Volunteer Coordinator for all scheduling.
- Collaborates with Meals on Wheels (MOW) staff to coordinate the pick-up of meals.
- Collaborates with Meals on Wheels (MOW) staff to convey concerns or health issues pertaining to clients.
- Collaborates with Kitchen staff when delivering hot-meals.

**Questions?**

Contact the Volunteer Coordinator: Teddi Anshus (She/her)

[tanshus@whatcomcoa.org](mailto:tanshus@whatcomcoa.org)

or call 360-733-4030 x1024