



VOLUNTEER GUIDELINES

- Please bring two coolers. Use one cooler for bread, fruit and milk. The other for the hot meals.
- Sign in when you arrive at site and find your route assignment. Move on to kitchen area.
- Volunteers are responsible for getting milk out of the cooler for their route. The staff/site manager will give you the bread, fruit and meals for delivery.
- Follow directions on route list. Knock and wait for client to come to door. If they don't come to door after a few minutes, knock again. If they don't come then, please call client using number on list. They may be in back of their home and not hear you knock. If they don't answer, leave a message that you tried to deliver their meal, sorry you missed them. Write note Client Not home on list and move on to next address. Please notify Ann-Marie Polsley at the Senior Resources, Inc. office if the client isn't home: 803.252.7734 ext. 229. Please leave a message as we may be working on other projects or on the phone.
- **Do not leave the meal if there is no one home to accept it unless there is a specific instruction on list.** It may say to leave with neighbor at such and such address. If a client is not home, please give the meal, bread and milk to next client on the route.
- If a client has "SPECIAL" indicated on their route slip, this means they may be managing a medical condition. Please DO NOT give them extra bread or milk. An extra meal is ok.

CONCERNS ABOUT CLIENTS

Also, please leave a message if you notice issues such as:

- Several days of partial or uneaten food trays left in view
- Offensive odors
- Unattended pets
- Piled up mail or newspapers left outside
- Confusion, disorientation, forgetfulness, withdrawal
- Difficulty moving around, reported falls or dizziness
- Anger, depression, loneliness, anxiety
- Repeated statements of poor health, sleep disturbance, loss of appetite, difficulty paying bills, inability to afford transportation
- Cuts and bruises
- Recent loss of spouse, family member, friend, pet
- Deterioration in clothing, hygiene, grooming
- Changes in speech, hearing, sight, facial expression, eye gaze, posture

If you have concerns, please contact us at 803.252.7734.

If for some reason you feel there is an emergency when arriving at a client's home, call 911.

After notifying 911, please contact the office so we may follow up with the client and their family.

THANK YOU FOR ALL YOU DO AS VOLUNTEERS!