



*Meal and Nutrition Services for All*

## Mobile Meals Volunteer Meal Deliverer Attestation Form for Group Members

By signing below, I acknowledge that I have read, understood and will abide by the attached Mobile Meals Code of Ethics, Delivery Guidelines and Emergency procedure.

I attest that I have not been convicted of a criminal offense, including driving under the influence.

Volunteer Drivers: I have a current valid Ohio Driver's License and current automobile liability insurance. I have an acceptable driving record and have not had any serious violations in the last three years, including but not limited to, moving violations, at fault accidents, leaving the scene of an accident, and driving with a suspended license. If I have any doubt as to the acceptability of my driving record to volunteer, I will inform the Group Coordinator.

I will not partake in any alcohol or be under the influence of any illegal substance and will be fully alert to volunteer and drive for Mobile Meals on my assigned day. I understand that I could be asked not to drive or deliver meals if I am impaired in any way.

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Volunteer's Name (Please print)

Date

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Volunteer's Signature

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Telephone Number

11/30/16

**MOBILE MEALS, INC.**  
**CODE OF ETHICS**

In the interest of protecting client patient rights and ethical professional behavior, Mobile Meals volunteers and paid staff shall not:

1. Breach a client's privacy or the confidentiality of a client's records.
2. Share authorized passwords or access to his/her computer.
3. Discuss client case facts in public places.
4. Disregard client/patient advance directives in the delivery of service.
5. Withhold referral of clients/patients to additional services when a care plan indicates the need or the client requests referral.
6. Fail to inform clients/patients of available resources for conflict resolution or registering complaints about service provision.
7. Withhold referral of clients/patients to proper authorities (Dept of Human Services) if abuse is suspected.
8. Use client/patient car.
9. Consume client's food or drink while visiting a client's home.
10. Use a client's telephone for personal calls.
11. Discuss his/her own personal problems, religious beliefs, or political views with clients.
12. Accept gifts or tips or purchase items from the clients.
13. Bring friends or relatives to a client's home.
14. Consume a client's alcoholic beverages or their medicine or drugs for any purpose.
15. Smoke in a client's home.
16. Solicit money or goods from clients.
17. Use the service client's bathroom facilities without client's consent.
18. Engage the client in sexual conduct or in conduct that a reasonable person would interpret as sexual in nature.
19. Engage in behavior that causes, or may cause, physical, verbal, mental or emotional distress or abuse to the consumer.
20. Serve an ODA consumer who is a parent, stepparent, or spouse, authorized representative, legal guardian or power of attorney to the staff person.

This Code of Ethics is presented to you in compliance with professional practice standards and legal requirements for patient rights.

Name: \_\_\_\_\_ Date \_\_\_\_\_

## MEAL DELIVERY GUIDELINES

1. Arrive at the food pick-up location on time.
2. Review the route for number of clients, sequence of deliveries, etc.
3. Review paperwork to be completed, especially client signature sheets.
4. Count the number of meals and bags (brown & white) to be sure they match the route sheet.
5. When arriving at the client's home:
  - Follow any instructions on the route sheet. These instructions can vary including knock loudly or ring door bell and enter. Due to physical limitations, some clients may not be able to answer the door quickly; please be patient if they are slow to answer.
  - When knocking or entering client's residence, please state that you are from Mobile Meals and are there to deliver his/her meal.
  - Address the client by his/her name and leave meal with the client. Some clients may request the meal to be placed on a table or counter.
  - Get required signature from the client if there is a Meals Verification Form for the client.
  - Visit briefly with the client if he/she seems to want to do so.
6. If the client is not home, leave one of the door tags (You Missed Us) and call the No Response Line (330-376-7717 Ext. 111) Do not leave the meal outside the door or give to a neighbor.
7. Follow the procedure for handling emergencies if a client is found in distress or trouble. (See next page)
8. Complete all paperwork:
  - Daily Deliveries Summary – Circle the number 1 for each meal that was delivered and the correct number for white and brown bags delivered. Revise numbers and totals to reflect what was delivered. If a meal was not delivered, do not circle the number 1. Indicate NR for No Response in the Comments section.
  - Sign the Route Delivery Directions/Delivery Sign-Off Sheet where it says Driver Signature for the day you are delivering and record the start time and end time. Add any comments in the Comments section.
9. Return Daily Deliveries Summary, Route Delivery Directions, Delivery Sign-Off Sheet, all signed Meal Verification Forms and any undelivered meals and bags with the coolers to the food pick-up site.

## **What to Do in Case of an Emergency**

### **Monday – Friday**

- If a volunteer should find a client in distress or in trouble, immediately contact the Mobile Meals office at 330-376-7717 and ask for a Client Service Representative. The office staff will contact the client's emergency contact.
- If the client has fallen, please do not attempt to assist client in getting up. Immediately call 9-1-1 from personal cell phone or client's telephone, and then call Mobile Meals. Stay with client until medical personnel arrives.
- When finished with the route deliveries, complete an incident report and send to the Mobile Meals main office.

Any vehicle accidents require an incident report also. Completed incident reports should be filed within 24 hours to the main office.