

Client Care Delivery Angel Volunteer Role

The Client Care Delivery Angel volunteer position is responsible for delivering meals prepared at the FVFFH Kitchen to their assigned client(s) and family members/caregivers on a weekly basis for 12 weeks. They will act as the **personal contact with the client to ensure the food and support provided meets the client's needs**. The Volunteer will maintain regular weekly contact with the Client Care Coordinators and aid in supporting effective and efficient communication between the client and the management of the organization.

Job Commitments:

- A commitment to FVFFH Mission and Operating Principles
- A commitment to maintaining the **confidentiality of ALL Client-related information**.
- A commitment to deliver for 12 weeks at a time (the average length of a client's program)
- The position requires approximately 2-4 volunteer hours per week: this includes communicating with the client(s) and staff, delivering meals on Wednesday mornings, reading FVFFH emails and becoming familiar with the menus and recipes.
- Timely arrival at the FVFFH Kitchen on Wednesday mornings.
- You must be available to deliver within our designated boundaries of approximately 45 minutes from the FVFFH Kitchen at the Kane County Fair Grounds.
- Attend meetings when scheduled.

Responsibilities

- Contact your Client or designated contact person to introduce yourself prior to starting the deliveries:
- Determine the best time for delivery and means of communication (phone, text, email)
- Share your contact information and ensure the client understands to communicate any changes regarding the meals or delivery times asap. The kitchen requests 2 weeks notice for changes.
- Maintain weekly contact with the client to provide the upcoming menu, answer any questions, and to ensure the program is beneficial for healing, recovery and learning for the client.
- Ensure the client understands the length of the program, including the anticipated end date of 8-12 weeks without charge. *Begin conversation at the 10 week date about possible extension of services or donation private pay (subject to availability) for Meals in a Snap Program*
- Keep clients aware of FVFFH opportunities such as Caring Cooks and other special events.
- Upon returning to the FVFFH Kitchen, communicate with the Client Care Coordinators to ensure the client's needs are being met. **Immediately relay any changes** in the client's situation.
- Notify the Client Care Coordinators if you have a weight restriction for lifting or at any time you are not comfortable in your Volunteer role.

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Covid Delivery Meal Pick Up Protocol:

- Park on the NORTH side of the building, instead of the south side. **Winter may require a change back to the back door / drive up service, depending on weather.
- Come in through the marked "enter" door with a mask on and stop at the women's/men's restroom to wash your hands.
- We will have tables set up and plenty of space for you to find a spot and wait for your meals to be brought out of the kitchen. Then you can review the menu and recipes and you will pack your insulated bag, like we used to do before the quarantine. Speak with Wendy or Cynthia about the client and then head back out through the marked "exit" door. We will send you with a white medium sized plastic bag to leave with your client to store the used **but clean** Snapware.
- **Please go over instructions for snapware with them**, when you make the initial call. Many have never had the snapware and only a few had it for a short time before the quarantine. We hope to provide a more engaging experience for everyone this session, while keeping us all safe.
- **Contact the client at least each week to review the health status (any Covid contact), how the family is coping, are they comfortable with the delivery time and place. Any questions or comments regarding the meals. Send a note if you like.**
- We will continue to deliver to the client's front door. When you deliver the meals, your client or family member will take the insulated bag into their kitchen. We will ask you to wait for the cooler bag to be returned to you along with the previous week's Snapware to return to the kitchen.
- Feel free to sit in your car to wait, if you prefer.
- We will have a designated place (cart) for you to drop off the bagged Snapware containers once back at the kitchen. You will no longer be required to sort your Snapware containers.

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- Sign in when you arrive at the kitchen; Wash hands per the sanitation protocol
- Review the menu, recipes and Nutri -Bites; Check the meals for the proper labels
- Pack the meals in the insulated bags within an acceptable time frame.
- Promptly deliver the meals to the client's home - putting the meals in the refrigerator if needed.
- Return the used Snapware and insulated bags to the FVFFH Kitchen weekly.
- **At delivery, refer to the client folder, encouraging the clients on the nutritional value and benefits of the Healthy Meals program and add the new recipes to the client folder.**

*If you are a former client, you do not need to attend a class but we highly recommend it.