

## 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 Coordinators.

### Volunteer Commitments:

- A commitment to FFH 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 FFH emails and becoming familiar with the menus and recipes.
- Timely arrival at the FFH Kitchen on Wednesday mornings.
- You must be available to deliver within our designated boundaries of approximately 45 minutes from the FFH Kitchen at the Kane County Fair Grounds.
- Attend meetings when scheduled.

### Volunteer 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 any 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 FFH opportunities such as Caring Cooks and other special events.
- Upon returning to the FFH Kitchen after delivery, communicate with the Client Care Coordinators about any updates or 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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### **Fall 2021 Delivery Meal Pick Up Protocol\*\*:**

- Park on the NORTH side of the building, \*\*Winter may require a change back to the back door (south side)/ drive up service, depending on weather.
- Come in through the marked "enter" door 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. If needed, 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 your first delivery.
- **Contact the client each week (Monday or Tuesday before delivery) 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. An email is fine if they have email.**
- We will continue to deliver to the client's front door with a mask, unless other arrangements have been made for you to enter the home and it has been cleared by Wendy or Cynthia. 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.
- When you return to the kitchen, we will have tables setup inside and we will have you unpack the snapware and place it in appropriate bins.

**\*\*In case of a Covid surge requiring special precautions, we will communicate any changes to this protocol directly via email.**