



# Volunteering Questions

## REQUIREMENTS

**Do you require background checks for volunteers?** Yes, individuals must complete a successful background check, before delivering meals to MOWCI clients.

**Does MOWCI provide vehicles or insulated bags/coolers for volunteers?** No. Volunteers use their own vehicles when delivering meals and must provide a valid driver's license and proof of insurance. Volunteers are also responsible for bringing their own insulated bags or coolers to safely transport meals from the hospital or healthcare facility to their vehicle.

**Can a family member, friend or colleague come with me to deliver meals to clients?** Yes! As long as they are with a volunteer that has been through training, they are welcome to volunteer with you to deliver meals to clients.

**Can my children come with me to deliver meals to clients?** Yes! We have had many volunteers that have become volunteers as adults, because of their experience with volunteers with a Meals on Wheels program with their parents or grandparents at a young age. All that we require is that anyone under 18 years of age - must be accompanied by an adult.

**Can my dog ride in the car with me - while I am volunteering?** No, dogs are not allowed in your vehicle, while transporting medically tailored meals to MOWCI clients. (Due to hygiene and public safety rules).

## VOLUNTEER ONBOARDING

**What does New Volunteer Training look like?** Volunteers must attend a **1.) Volunteer Orientation at MOWCI Office** (if you are an individual volunteer) and **2.) Go on a Route Training** with a current MOWCI Volunteer or Staff Member - all before delivering meals to clients. To find out when the next New Volunteer Orientation will be - please reach out to MOWCI at [volunteer@mealsonwheelsindy.org](mailto:volunteer@mealsonwheelsindy.org)

*Serving Our Community*

**Why is there additional training involved to become a MOWCI Volunteer to deliver meals?** MOWCI Volunteers provide not only a client's lunch and dinner for the day between 11:00 am - 3:00 pm, they also provide a friendly smile and a quick social visit. Volunteers are trained on what to do in case a client is experiencing a medical emergency and alert the MOWCI Office if a client did not answer the door that day. In the past, this has even saved clients lives! MOWCI Volunteers are the eyes and ears for our clients.

**Can I volunteer near my home or office?** Yes! After attending a Volunteer Orientation - MOWCI Staff will work with you to find a route that is closest to you. That way you can deliver meals to your neighbors. If you have a work schedule that changes each month - we can plug you into a route schedule at the beginning of each month!

**Where do I pick-up the meals while volunteering?** Some Meals on Wheels programs around the country have a kitchen onsite - where meals can be picked-up. MOWCI partners with hospitals and healthcare facilities in Marion County. Our volunteer drivers and paid drivers pick medically tailored meals up these facilities:

**Community North**

**Community South**

**IU-Methodist Hospital**

**Franciscan Health Hospital**

**Ascension St. Vincent's - Carmel** (Meals are delivered south into Marion County, not Hamilton County)

**Community East**

**Eskenazi Hospital**

**Marquette Manor**

**The Sharing Place Food Pantry**

**How long does a typical meal delivery volunteer shift take?** Volunteers have between **11am-2pm** to deliver meals to clients on their route. Typically, a route could take 1.5 hours.

**Do you have a new list of clients that you deliver meals to each time that you volunteer?** No, volunteers will get to know clients on their route. Typical route sizes are 10-12 clients on a route. Clients are assigned a route - based on which hospital/healthcare facility that MOWCI partner facility is closest to their home. Minimum commitment to volunteer is 1-Weekday a Month, but if you are available to volunteer more than that - we welcome the help! If volunteers - volunteer 1x a month, there might be slight changes to their route sheet from month to month.

