



Welcome

Welcome and thank you for joining Senior Nutrition Services as a volunteer. Your generous donation of time and effort is what makes Senior Nutrition Services the success it is today.

Senior Nutrition Services (SNS) Congregate program manages 24 congregate sites throughout Sacramento County serving 900 seniors daily. Senior Nutrition Services Home Delivered Meal Program serves 1400 frail, homebound seniors daily. SNS has approximately 450 volunteers who help set-up, register, serve and clean up during meal service at the congregate sites or who help deliver meals to homebound seniors. The daily contact with a home delivered meal driver reduces the isolation experienced by many seniors who live alone. As the number of homebound frail elderly increases combined with the growing preference to remain in their homes for as long as possible, the need for home delivered meals becomes greater. **This meal service program would not exist without the help of volunteers like you!**

Program Overview

In 1972 Congress began providing funds for the Nutrition Program for the Elderly under Title VII of the Older Americans Act. This Title was revised in 1979 and is currently known as Title III-C of the Older Americans Act.

Senior Nutrition Services is currently funded by Area 4 Agency on the Aging, Sacramento County, USDA (United States Department of Agriculture), SHRA (Sacramento Housing & Redevelopment Agency), the cities of Folsom and Citrus Heights, and the generous support of participant and private donations.

Senior Nutrition Services History

For twenty-seven years, Senior Nutrition Services has been providing both congregate and home delivered meal service to seniors in the Sacramento community. The Home Delivered Meal program is Sacramento's Meals on Wheels provider. This meal service program began operating as the Sacramento Elderly Nutrition Program under the SHRA authority in 1974. In those early days, Smorgy Bobs catered all the meals. To help cut costs, an in-house central kitchen opened in 1979 at 3013 D Street. Today this central kitchen prepares 1,400 home delivered meals per day and an additional 800 congregate meals per day.

Sacramento County's Department of Human Assistance became the administrator of this meal service program in 1994. Since that time the program was renamed Senior Nutrition Services.

Senior Nutrition Service's Mission:

1. To serve a nutritious hot noon meal providing 1/3 the Recommended Daily Allowances of calories, protein, vitamins and minerals to frail homebound seniors 250 days per year.
2. To maintain and/or promote nutrition and health to prevent premature institutionalization of seniors through the provision of a hot noon meal and daily social contact.
3. To encourage socialization and reduce isolation through daily contacts with SNS staff and other seniors.
4. To promote linkages between seniors participating in the program to other community organizations relevant to seniors providing health or social services.
5. To rapidly respond to emergency situations with compassion and concern, providing protective gate keeping services.

Senior Nutrition Services Program is more than a meal; it's a vital link to other Sacramento community services and resources for the seniors participating in the program. As a SNS volunteer, you help to strengthen these community links.

Program Information

Who is eligible to participate in the Congregate meal service program?

1. All seniors aged sixty and over are eligible to participate in the meal service program; or
2. Spouses of any person aged 60 are eligible; or
3. A disabled person, as defined in OAA Sec: 102 (8) (9), under age 60, who resides in housing facilities occupied primarily by seniors at which congregate nutrition services are provided; or
4. A disabled individual who resides at home with and accompanies an older individual eligible under the OAA.

Who is eligible to participate in the Home Delivered Meal service program?

1. Any person aged 60 or over who is frail, homebound by reason of illness or incapacitating disability as defined in OAA Sec: 102 (8) (9) and otherwise isolated, shall be given priority; or
2. A spouse of a person as stated above, regardless of age or condition, may receive a home-delivered meal if the Area Agency on Aging criteria conclude that it is in the best interest of the homebound older person; or
3. A disabled individual who resides at home with older individuals eligible under OAA.
4. Senior Nutrition Services prioritizes referrals to the Home Delivered Meal Program by taking into account the age of the client and then the following priorities:
 - a. Priority # 1 – Acute Need such as Recovering at Home (RAH)
 - b. Priority # 2 – Chronic illness – high nutritional risk
 - c. Priority # 3 – Frail with no outside assistance
 - d. Priority # 4 – Frail with limited outside assistance
 - e. Priority #5 – Homebound

Home Delivered Meal Donations

Home delivered meal participants receive a self-addressed stamped envelope and a menu on the first of each month. The HDM participant will either mail in their donation to the office or give their contribution in the envelope for the (volunteer) driver to deliver to the office. If the driver is leaving from a congregate site, the driver must give this envelope to the Site Coordinator at the congregate site when they complete their route. The Site Coordinator will send the donation in with their daily site paperwork.

Participants are asked to donate monthly, rather than daily, by either check or cash (preferably by check). The participant sends the check to the office in the postage paid envelope provided. This protects the confidentiality of the donation as required by Title III regulations. Furthermore, (volunteer) drivers are not to ask participants for their donation. Senior Nutrition Services suggests a donation of \$2.00 per meal. However, decisions to donate are strictly left up to the participant.

Donation procedures are to be explained to new clients when they begin meal service. An instruction sheet will be given to them on their first day of meal service.

Senior Nutrition Services No Gratuity or No Gift Policy

Senior Nutrition Services policy states that SNS employees nor SNS volunteers are allowed to accept gifts, cash, gratuities, or any other type of favor from participants.

When an occurrence is reported regarding this policy, the following steps will occur:

1. A Senior Nutrition Service employee who supervises the person in question will investigate the occurrence.
2. A report will be issued to the appropriate supervisor.
3. Senior Nutrition Services supervisory staff will decide what action to take.

Volunteers and the Senior Nutrition Program

As stated previously, without volunteers Senior Nutrition Services meal service would not exist. Not only do volunteers perform important tasks, they also provide a form of matching funds for the Title III-C budget. Generating "in-kind" matching funds demonstrates community involvement and support. Your volunteer hours are used to calculate this "in-kind" donation to the program. Thank you again.

Volunteer Recognition

Senior Nutrition Services is deeply grateful for the help of it's volunteers. SNS formally thanks and recognizes these incredible volunteers who keep this program running at least once a year. It is with pleasure and gratitude that the SNS staff honor the program volunteers.

Volunteer Grievance Procedures

As a valued member of the Senior Nutrition Services Team, your input and concerns are important to this organization. It is the program's belief that your suggestions may not only help to improve service to the seniors, it may also help to cut expenses to the program.

Senior Nutrition Services bestows admiration and gratitude to all the volunteers of this program. Your volunteer time is deeply respected and appreciated. Therefore, it is important that you report any concerns arising because of SNS practices or personnel.

If you have a concern that you would like to discuss, the first step is to address these concerns with the Site Coordinator with whom you are volunteering with address these concerns with the Social Case Worker you are assigned to at the main office as soon as possible.

If you cannot resolve your concerns at this level, please feel free to express your concerns with either the Congregate Supervising Dietitian or the Home Deliver Meals Supervising Dietitian. These professionals should be able to rectify any concerns you may have. You may contact them at:

Supervising Dietitian – Congregate Meals Program

Leonor Alvarez
3013 D Street
Sacramento, CA 95816
(916) 444-9533

Supervising Dietitian - Home Delivered Meals Program

Barbara Finnestead, M.S., R.D.
3013 D Street
Sacramento, CA 95816
(916) 444-9533 Ext. 235

If you cannot resolve your concerns with the Congregate Meals Supervisor Dietitian or the Home Delivered Meals Supervisor Dietitian, then please address your concerns with Senior Nutrition Services Program Manager. You may contact the Program Manager at:

Program Manager

Janine Brown, M.S., R.D.
3013 D Street
Sacramento, CA 95816
(916) 444-9533 Ext. 238

SNS wants your volunteer experience to be pleasant and fulfilling.

Home Delivered Meals Volunteer Driver Description

1. Responsibilities and duties: Under supervision of the Home Delivered Meals Supervisor, the HDM volunteer driver delivers one meal route, one day per week or as scheduled. The volunteer driver is responsible for the following:
 - a. Having a reliable vehicle and valid California Drivers license.
 - b. Completing the volunteer application, submitting a copy of proof of insurance, having fingerprinting screened through Sacramento County employment office.
 - c. Delivering meals at least one day per week or as scheduled. A route takes approximately two hours to complete.
 - d. Having the ability to load, deliver and unload meal containers. The volunteer's car should be able to hold a large ice chest.
 - e. Accurately picking-up meals according to assigned route schedule.
 - f. Following good practices concerning personal hygiene and food service safety and sanitation.
 - g. Communicating information with regard to concerns about a client's situation immediately to either meal pick up Site Coordinator or directly to Senior Nutrition Services office staff.
 - h. Giving 24-hour notice to office staff if the volunteer is unable to do regularly scheduled route.
 - i. Refraining from having any passenger (including children) in volunteer vehicle while volunteering for SNS.

Hours: Routes begin at the assigned congregate sites. Usually they start at 9:00 a.m. or 10:00 a.m. and are completed by 11:00 a.m. or 12:00 noon. California food safety regulations require Senior Nutrition Service to complete meal delivery for each route within the two-hour food safe zone.

Qualifications: Valid California Drivers License and current car insurance policy. Friendly, enthusiastic, works well with others, enjoys good customer service practices, enjoys meeting new people, and respectful of participant's confidentiality.

Training: Orientation presenting Senior Nutrition Services policy and procedures for the Home Delivered Meal Program. Including:

1. Confidentiality of records and information
2. Volunteer driver job description
3. Volunteer job duties
4. Home delivered meal temperature checks
5. Mileage reimbursement for volunteers
6. Volunteer Training Procedure
7. Client emergency policy
8. Client status check
9. Food Borne Illness and Prevention Video
10. One day on the job training with volunteer coordinator or another HDM driver. Observes route routine and is given every opportunity to ask questions concerning this position.

**Senior Nutrition Services' Volunteers are
terrific!**

Thank you for your time and kindness!