

Evelyn Rubenstein Jewish Community Center
Meals on Wheels
Volunteer Policies & Procedures

1. For cancellations, please call ahead if your plans change and you are unable to deliver meals on your scheduled day.
2. Arrive at the J at 10:15AM ready to deliver meals, observing all health and safety protocols administered.
3. Take care to maintain confidentiality of clients at all times by not sharing client information with anyone.
4. Notify MOW staff of any problems encountered while delivering meals. This may include concern for a client's safety or wellbeing, meal shortages or overages, or incorrect route directions. Feedback is welcome to help ensure efficient routing and correct client information.
5. Deliver meals in approved containers only. Please do not deliver any additional items, especially alcohol, cigarettes or other such items or contact a MOW staff member to determine items allowable for delivery. Return delivery coolers and paperwork to the JCC after finishing your route. Sign your route sheet at the bottom on the day, attesting that you drove the route that day for City of Houston records.
6. Be sure to deliver all menus, notes and other pertinent information to clients. And vice-versa, deliver all client donations or notes from the clients to the JCC on the day of delivery.
7. If a client does not answer the door, please attempt to call before leaving the residence. Do not leave a meal if client is not at home unless designated on route sheet where to leave meal, and only leave meals with a person or in an operating refrigerator or cooler. Also, please leave a door hanger on their door if no answer, letting them know we tried to deliver a meal.
8. Ensure all food is delivered by 1:30PM in order to maintain proper food temperatures. Instruct recipients on proper food handling if meal is not eaten immediately.
9. Maintain proper health and sanitary condition in vehicle; pets, pet hair, smoking, or other contaminants are NOT permitted.
10. If you see something, say something. Our goal is to deliver meals with the client's health and wellbeing in mind.

Contact Info

The following people are available to help you with client care, scheduling changes, or any other concerns. However, if you find a client in a life threatening situation, please first call 911.

- Temp Volunteer Coordinator – Matthew Simon, 832-408-3527, mow@erjchouston.org
 - Marissa Moschetta, 832-408-3532, mmoschetta@erjchouston.org
 - Esther Bethke, 713-595-8186, ebethke@erjchouston.org