

# OPERATION REACH OUT (ORO)

## Volunteer Handbook



### Purpose:

Operation Reach Out (ORO) began in 2003 out of concern for consumers who were homebound and receiving Meals on Wheels (MOW). MOW drivers deliver meals Monday, Wednesday and Friday. If a consumer receives 5 meals a week, they receive 2 meals (1 hot, 1 frozen) on a Monday and Wednesday and 1 meal (hot) on a Friday (situations may vary). This could mean that no one is checking on the consumer on a Tuesday and Thursday. It is the mission of Operation Reach Out to fill that need.

MOW consumers receive ORO calls on Tuesdays and Thursdays and all other non-MOW days including inclement weather days.

Diakon Community Services  
Meals on Wheels  
118 South Centre Street, Suite 1  
Pottsville, PA 17901  
570-624-3010 or 800-621-MEAL (6325)  
570-624-3011 (fax)  
[MealsonWheels@diakon.org](mailto:MealsonWheels@diakon.org)  
[www.Facebook.com/MealsonWheelsSchuylkill](http://www.Facebook.com/MealsonWheelsSchuylkill)

## PROCEDURE FOR ORO CALLS

The ORO volunteers call the Meals on Wheels staff or office volunteers (570-624-3010) between 9:00am and 10:00am to receive updates and changes prior to the ORO volunteer starting their calls to the consumers. MOW staff or office volunteers may also call volunteers.

ORO volunteers call consumers between 10:00am-1:00pm. If an answering machine is available, please leave the following message for attempts one and two:

**Mr. Jones, this is \_\_\_\_\_ from Meals on Wheels calling. I'm sorry I didn't reach you. I will call you back today before 1pm.**

It may take up to **three attempts but no more** to reach consumer directly. After the third attempt (1:00PM), leave a voice mail if available.

**Mr. Jones this is \_\_\_\_\_ from Meals on Wheels calling.**

**Since we are unable to reach you, please call the MOW office at 570-624-3010 or 1-800-621- 6325 so we know you are ok.**

**Thank You.**

Contacts are recorded on the volunteer call sheets. A check mark is placed in the boxes only when you have reached the consumer, **NOT** if you have to leave a message or there is no answer. If you leave a message or are unable to reach the consumer then note it on your call sheet.

Once calls are completed report **"no answers, concerns and consumer request to hold meals"**. Call the MOW/ORO office (570-624-3010) by 1:30. If you get voice mail then leave the following information:

Your name, Client Name, then give report:

**"no answers, concerns and consumer request to hold meals\*"**

\*Because additional information may be needed, if the consumer informs you that they do not want meals, inform the consumer that they need to call Meals on Wheels (570-624-3010) and report to Meals on Wheels staff that the consumer does not want meals. This will ensure the message is received.

If you are unable to make your calls, call (570) 624-3010.

Your time is recorded on your timesheet (on the day you make the call) from the point when you begin making your calls to completion (example: If you begin your calls at 10:00AM and contact all by 11:00 – 1 hour is recorded; if you begin your calls at 10:00AM and contact or leave messages by 1:00 – 3 hours recorded).

## **SNOW DAY OR STORM DAY PROCEDURE**

If Meals on Wheels is cancelled due to weather you will be contacted to call your assigned consumers. If you are requested to make an additional call on a Monday, Wednesday or Friday because of a weather emergency, you will still call on your regular scheduled Tuesday or Thursday.

Weather emergency calls can begin as early as 9:00AM.

When making weather emergency calls, message should be::

**Mr. Jones this is \_\_\_\_\_ from Meals on Wheels calling.**

**Because of the weather, we will not be able to deliver your meal today.**

**Do you have enough food to eat?**

**Is there a path shoveled so when we are able to deliver, the volunteer can get to your home?**

**Is everything ok in your home – heat, water, etc.?**

When you have completed, follow the same procedure as a regular ORO day (report “**no answers, concerns and consumer request to hold meals.**”)

## **END OF MONTH PROCEDURE**

New call sheets are mailed to you every month, along with a timesheet and a self addressed envelope. This is to be used for the entire month. Please return the time sheet and your route sheet at the end of the month in the postage paid envelope (postage is sufficient for five pieces of paper).

New starts will be called by Meals on Wheels staff or office volunteers during the month of their start. You will receive new start information on your next month call list, rather than over the phone.

## **CONFIDENTIALITY**

Remember to keep all information regarding consumers confidential including call sheets. Do not share consumer information you may hear to your family, friends, or neighbors.