

Volunteer Boundaries



Protecting Clients & Volunteers

Why are boundaries important?

- Valuing volunteer time, energy, and safety
- Protecting client/volunteer relationship
- Connecting clients with appropriate resources to assist them professionally

What is my volunteer role?

- Provide wellness check and personal contact (All Volunteers)
- Report concerns/client needs (All Volunteers)
- Deliver food to clients (Meal Delivery)
- Shop and deliver groceries (Grocery Assistance Program)
- Help put away groceries if asked (Grocery Assistance Program)
- Provide friendly conversation to reduce social isolation (Call Connections)

What are some examples?

- Do: Report concerns through the appropriate channels
 - Meal Delivery - Change of Condition in Mobile Meals
 - GAP & Kibble Connection - Online Reporting Form
 - Call Connections - Post Call Survey
- Don't: Transport a client, give or accept gifts, clean a client's home, make calls/arrangements on behalf of a client, step outside volunteer role to address a client need

What if a client asks me to do something outside of my volunteer role?

- Explain that it is Meals on Wheels policy for volunteers to report concerns and NOT assist with tasks outside of volunteer role
- Report the concern to MOW to follow up with client
- Do not assist client with that task