

Volunteer FAQs

Mobile Meals of Southern Arizona



What is Mobile Meals of Southern Arizona?

Founded in 1970, Mobile Meals of Southern Arizona is a 501(c)3 nonprofit serving all of Southern Arizona. We work with local food providers, such as hospitals, who prepare nutritious and medically tailored meals for those who are unable to cook or shop for themselves.

We then coordinate volunteer efforts to pick up and deliver the prepared meals daily. This ensures that our clients have the food they need, and a daily visit from a compassionate volunteer who checks in on each individual to make sure they are doing alright.

You can learn more at MobileMealsSoAz.org/about-us-mobile-meals

How does it work?

Each volunteer is assigned a route, which pertains to a certain hospital and part of town. The volunteer drives to the hospital, and picks up the food, usually at the loading dock or by the hospital kitchen.

When picking up the meals there is a distribution list for each route, with the names, addresses, phones, and any special instructions for meal delivery. The number of deliveries on each route vary but generally do not exceed 10 stops.

The volunteer drives to each location/home on the distribution list to deliver the food and check in on the client.

What types of volunteer opportunities are available during July's Credit Union initiative?

Generally, we have two types of volunteer opportunities.

Delivery Drivers (most in need of drivers)

- Deliver meals to the homes of our clients between 11 am – 1 pm
- You will deliver in pairs, or no less than 2 people per car

Meal Preparation

- Help with light meal preparation and packaging
- Availability and actual hours may vary, generally before 11 am

How many homes will I deliver to?

The number of deliveries varies by route. With a few exceptions, 10 stops are usually the most for any 1 route.

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Will I have a partner, and with whom will I be partnered?

Whether you are delivering the food, or volunteering as a food prep/packer, each volunteer will be partnered up with at least one other volunteer. No one will be asked to prep or deliver food alone during this credit union-sponsored Adopt-A-Route initiative.

In fact, once the credit unions have recruited their respective teams of volunteers, organizers will create a schedule (and will consider each volunteers' preferred days, and/or availability). The schedule will intentionally partner each person up with a volunteer from another credit union.

This will serve as an opportunity to demonstrate the caring and compassion – and the collaboration – which each of our credit unions hold dear when it comes to serving the Tucson community.

How will the Volunteer Process work for our Credit Union Event in July?

Delivery Teams

On your day, each delivery volunteer will be partnered up and assigned a route, which pertains to a certain hospital and part of town.

The partners will drive to the hospital, to pick up the food, usually at the loading dock or by the hospital kitchen. (Q – BEO – Should we mention some of them possibly picking up from the kitchen?)

At your meal pickup location, there will be a distribution list for each route, with the names, addresses, phones, and any special instructions for each meal delivery on your route.

Once you've got the day's food, the volunteers will drive to each location/home on the distribution list to deliver the food and check in on the client.

Meal Prep/Pack Teams

As our kitchen is currently under construction these opportunities may be unavailable or limited. There will be more information provided as we get closer to the actual event.

When do I pick up the meals?

Meals are picked up between 10:45-11:00 am, and all deliveries should be completed by 1:00 pm.

How long does it take?

This will vary from route to route, but generally all deliveries are picked up by 11:00 am and completed by 1:00 pm.

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Can I go with a friend?

As long as both you and the friend have completed the training and background screening, then yes, you can go with a friend.

Where do I pick up the meals?

You will be assigned a route. Each route correlates to a local hospital and a nearby part of town. When we assign the route, you will know which hospital to pick the food up from.

What do I do if a client is not home?

If the client appears to not be home, try calling the number provided on your delivery list. If there is no answer, then call Mobile Meals at (520) 622-1600 and let them know what is happening.

Do not leave meals at the client's place of residence without first speaking to the client. If the client is not home and unreachable, either leave an extra meal with the next client or find someone to give it to.

What if I don't feel safe?

Your safety is the priority, and we highly recommend all participants carry a mobile phone.

If there is something of concern, such as a dog in the yard, you can call the client and ask if they can come out and get the food. If there is a situation you are not sure how to handle, call the Mobile Meals office at (520) 622-1600.

What if there is an extra meal?

Find someone to give it to, a client or someone else in need.

Do I go into the client's home?

This is up to you. Be courteous and conscientious of each client and your own safety. Some clients are bedridden or otherwise unable to answer the door. It is not uncommon for them to yell, "Come in!" when they hear you at the door. Announce yourself, explain why you are there, then ask where they would like you to place the meals.

What if I can't find a place?

If you are unable to find the place, you can try the following:

- Ask a neighbor, sometimes these homes/apartments are behind other homes.
- Call the phone number on the delivery list.
- Call Mobile Meals staff at (520) 622-1600

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What vehicles will be used to deliver meals?

- Those who volunteer to deliver meals will utilize their own vehicles.
- Since each delivery volunteer will be partnered with at least one other volunteer, partners are free to decide amongst themselves whose vehicle will be used.
- If you do not have a motor vehicle, please let the organizers know so we can partner you appropriately.
- Mileage reimbursement may be possible as well through your employer or through the Regional Transit Authority.

What if I'm in an accident?

When a volunteer covered by workers' compensation is injured, they must follow the same procedures as if they were a paid employee.

Step 1: Your first priority is to seek medical attention.

Step 2: As soon as you can do so safely, report the details of your accident to your workplace supervisor, and to the program director at Mobile Meals by calling (520) 622-1600.

Step 3: Soon after the incident, write down any details about the accident that you can remember while they are still fresh on your mind. At a minimum, your record of the event should include the following elements:

- Exact date and time of the accident,
- Your exact location at the time of the accident,
- Any injuries you sustained,
- A brief description regarding how the accident happened.

What if a client wants to talk for a while?

This is part of the service, and often is more important than the food we deliver. Do what you feel comfortable with and what your schedule permits. As one of our long-time volunteers says, "I deliver ten minutes of sunshine every day."

Please be sensitive to the situation of each client. Some clients may want to talk, others may be shy or reserved, and reluctant to talk as you are a new volunteer. Remember, a "smile" goes a long way.

Do I need to wear a mask?

We do not require a mask, but recommend you bring one just in case. Some of the client prefer the use of masks to their own protection/health.

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What if I cannot make it on the day of my event?

Should you find yourself unable to volunteer on your scheduled day(s), please let the contact person at your credit union and the Mobile Meals volunteer coordinator know with as much notice as possible. This way, they can arrange for a different volunteer that day, and update the schedule.

Will I receive training?

Yes. We will provide training videos and documentation, and will work closely with the coordinators from each Credit Union to help with your volunteering experience.

You can view our **Volunteer Training** here:

- GiveMobileMeals.org/VolunteerTraining

Where do I pick up the meals?

Meals are picked up at the locations as listed below based on your assigned route.

- **Banner Main Hospital**
 - Route Abbreviation: **BMC**
 - Address: 1625 N Campbell Ave., Tucson, AZ 85719
- **Banner South Hospital:**
 - Route Abbreviation: **BSC**
 - Address: 2800 E Ajo Way, Tucson, AZ 85713
- **St. Joseph's Hospital:**
 - Route Abbreviation: **SJH**
 - Address: 350 N Wilmot Rd., Tucson, AZ 85711
- **St. Mary's Hospital:**
 - Route Abbreviation: **SMH**
 - Address: 1601 W St Mary's Rd., Tucson, AZ 85745
- **Tucson Medical Center:**
 - Route Abbreviation: **TMC**
 - Address: 5301 E. Grant Rd., Tucson, Arizona 85712
- **Handmaker Jewish Services**
 - Route Abbreviation: **Handmaker**
 - Address: 2221 N. Rosemont Blvd., Tucson, AZ 85712

Directions can be found on the volunteer training site:

- GiveMobileMeals.org/VolunteerTraining