



Volunteer Handbook

Metroport Meals On Wheels

PO Box 204 | 428 N. Hwy 377 | Roanoke, TX 76262

817-491-8534 | fax: 817-491-0661 | www.metroportmow.org

Sadie's
UPSCALE
CONSIGNMENT & RESALE
EXCLUSIVELY BENEFITING METROPORT MEALS ON WHEELS

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Welcome

Welcome to our volunteer family at Metroport Meals On Wheels (MMOW). Volunteers are the backbone of our program. You are helping fulfill our mission to serve the frail, elderly and chronically ill in northeast Tarrant, south Denton, and south Wise counties. Our program is a showcase for neighbors helping neighbors.

Volunteers fulfill meaningful roles at MMOW and make a dynamic difference in the lives of our participants. We invite you to peruse the many volunteer opportunities and join us as often as you can!

Mission

Metroport Meals On Wheels, Inc. is a nonprofit grassroots volunteer advocate for the elderly and those in need through home-delivered meals, senior center lunch and activity programs and other support services. We are “Neighbors Helping Neighbors” to alleviate hunger, isolation, and loneliness in our communities, and to foster the worth, dignity, and independence of each individual we serve.

History

Since its inception, MMOW has remained committed to providing services that are built on community support instead of state and federal programs. This commitment has enabled MMOW to respond to the needs of our neighbors regardless of age. Community support has been the hallmark of MMOW. It has enabled MMOW to serve all who need assistance without regard to their financial circumstances. It has meant that we could always say YES to the needs of our participants.

MMOW was founded in 1980 in Roanoke by Kelly Bradley. Volunteers cooked and delivered a noon meal to five participants one day a week. As the program in Roanoke grew, we encouraged other communities to model programs after Roanoke Meals On Wheels. Finally, the program outgrew the volunteers’ kitchens; and in 1992, the Marriott Solana began cooking for Roanoke Meals On Wheels and Keller Food for Thought. All the programs came together and were formally incorporated as Metroport Meals On Wheels in 1993. Program growth continued and MMOW now provides home-delivered meals Monday-Friday across our three-county region.

At the request of active seniors in Roanoke, MMOW launched senior center luncheons in 1981. Originally structured as a potluck luncheon provided for the seniors by volunteers, MMOW’s luncheons quickly spread to neighboring communities and often provided the only organized activities for seniors. Luncheons were originally scheduled for different days in new communities so seniors could attend multiple luncheons a week. Luncheons are now provided in ten communities with schedules varying from twice monthly to multiple times a week.

MMOW's foundation of community support walks hand-in-hand with its grassroots culture. It has inspired the development of programs that engage people in the community and bring added value to our participants. MMOW’s ability to partner with the communities we serve, with food partners within the communities and with active community volunteers enhances the quality of life for everyone.

2015 Board of Trustees

A volunteer Board of Trustees governs Metroport Meals On Wheels, Inc. Trustees are elected to staggered three-year terms and officers serve one-year terms.

Robert Finn
Matrix Consulting Group
President

Randy McCauley
Providence Bank Texas
President-Elect

Virginia M. Muzyka
Secretary

Claude Smith
Coats Aloe International
Treasurer

Jeri Harwell
Allied Waste/Republic Services
Past President

Rob Anderson
NorthGate Constructors

Brad Cavnar
Cavnar Insurance

Darlene Freed
Grapevine City Council

Susann F. Land, M.D.
Texas Health Harris Methodist HEB Hospital

David B. Nelson
Attorney

Joe Schneider
Hillwood

Kathy Talley
Community Volunteer

Mark Ude
Burlington Northern Santa Fe

MMOW Milestones

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| 1980 | Roanoke Meals On Wheels delivered first meal to Sadie England of Roanoke. |
| 1981 | Roanoke Meals On Wheels hosted first Senior Center Luncheon. |
| 1992 | Marriott Solana became MMOW's first meal partner. |
| 1992 | MMOW launched its first annual golf tournament; Byron and Peggy Nelson served as honorary chairs. |
| 1993 | Name changed to Metroport Meals On Wheels and all area meal programs were organized under MMOW umbrella. |
| 1998 | MMOW opened its resale store, Sadie's Dry Goods, New and Used in Roanoke. |
| 2000 | MMOW initiated its Winter Meals Program. |
| 2001 | MMOW purchased building in Roanoke to be home of MMOW and Sadie's. |
| 2002 | MMOW partnered with Metroport Rotary to expand the scope of the Winter Meal Program. |
| 2006 | MMOW launched the Stocking Tree program to ensure that homebound seniors are remembered during the holidays. |
| 2008 | Sadie's was renamed Sadie's Upscale Consignment and Resale to better identify brand and focus on higher end consigned and donated merchandise. |
| 2010 | MMOW completed Recipe for Success Capital Campaign and renovates building in Roanoke. |
| 2011 | MMOW launched Staples for Seniors to deliver bonus food and household supplies to ensure that participants always had something good to eat readily available. |
| 2014 | MMOW launched Pet Patrol to help participants take better care of their pets by providing good nutrition and assisting with veterinary care costs. |
| 2015 | Dallas A-List named MMOW the Best Local Charity for the third consecutive year and Sadie's received top honors as Best Vintage and Resale for the fourth year. |

Who's Who @ MMOW

MMOW Staff

Mary King	Executive Director	817-491-1141
Julie Preston	Client Services Director	817-491-8534
	Community Outreach Director	817-491-8534
Shirley Gailey	Business Manager	817-491-1141
Rosana Evans	Communications Director	817-491-1141
Jim Livernois	Director of Funding & Events	817-491-1141
Bobbi Dinsmore	Donor Relations	817-491-1141

Sadie's Upscale Resale Shop

817-491-0191

Sherry Studer	Manager
Nancy Roddy	Resale Associate
Donna Totter	Resale Associate
Colleen White	Resale Associate

Senior Center Luncheon Programs

817-491-1141

Colleyville	1 st & 3 rd Fridays	
Evergreen Keller	Last Monday of the month	Rae Jean Stinnett
Flower Mound	Tuesdays	Tanya Smith
Flower Mound	Thursdays	Tonya Henderson
Haslet	Thursdays	Kathy Randall
Highland Village	1 st & 3 rd Thursdays	Mary Morris, Diane Almand
Justin	Wednesday	Amber Angel
Keller	Tuesdays, Wednesdays & Fridays	Rae Jean Stinnett
Richland Hills	Last Friday of the month	
Roanoke	Wednesdays	Rae Jean Stinnett
Southlake	Mondays	Bobbi Dinsmore

Home Delivered Meal Division Coordinators and Partner Restaurants

Argyle – Office	817-491-8534	Snooty Pig (M-W)	940-464-0748
		Giovani's (Th-F)	940-464-9899
Bedford - Office	817-491-8534	Tx Health Harris Methodist HEB	817-848-4827
Colleyville - Annette Glavan	817-442-5582	South Colleyvine Ranch	817-421-0220
Grapevine - Tonya Henderson	817-424-1339	Willhoite's	817-481-7511
Haslet - Elizabeth Arnett	817-439-2005	Snooty Pig	817-837-1077
Justin - Penny Amack	940-648-2410	Mom's Café	940-648-2581
Keller - Deana Mincher (Rt. 1)	817-431-9498	Golden Corral	817-379-5566
Keller - Maureen Bittick (Rt. 2)	817-337-1802	Golden Corral	817-379-5566
Keller - Rami Asikere (Rt. 3)	903-521-7098	Golden Corral	817-379-5566
North Richland Hills - Judi Kumpel	301-904-1363	Cotton Patch	817-788-4911
Roanoke/Trophy Club – Cathy Braunreiter	817-431-1125	Marriott Solana	817-430-5058
Southlake - Don Reukema	214-697-5794	Central Market	817-310-5610
Wise County - Estelle Miller	817-228-4861	Tater Junction	940-433-8117

MMOW Programs and Services

Home Delivered Meals

MMOW's Home Delivered Meal Program provides support for elderly, frail, or disabled individuals of any age who are striving to live independently in their own homes. MMOW delivers noon meals Monday through Friday to the homes of those who are unable to consistently cook or shop for themselves. MMOW serves residents of Argyle, Aurora, Bartonville, Bedford, Boyd, Colleyville, Flower Mound, Grapevine, Haslet, Highland Village, Hurst, Justin, Keller, Newark, Northlake, North Richland Hills, Rhome, Roanoke, Southlake, Trophy Club, and Westlake. Volunteers both coordinate and deliver meals. New volunteers are screened and trained before being assigned to a volunteer group.

Senior Center Volunteer

MMOW volunteers assist with luncheons for seniors in each of our ten Senior Centers. MMOW's luncheons are structured as special events for the seniors. The day begins with games, coffee, and conversation. There is a monthly birthday party. Lunch is served at noon. Most centers serve meals buffet-style. The major components of the meal are usually provided by a variety of restaurants. Volunteers assist with simple food preparation, serving, assisting participants with walkers or wheelchairs to navigate the serving line, playing games with participants, and cleaning up.

Shelf Staples/Fresh Fruit Program

MMOW delivers extra shelf staple meals and fresh produce to our home delivery participants every month. These bonus meals ensure that there is always a nutritious meal readily available for evening, weekend, or breakfast needs. During the winter months, special winter meals are also delivered in anticipation of winter storms that wreak havoc on delivery when road conditions become hazardous. Volunteers are needed to assist with deliveries as well as purchasing and sorting produce, stocking the pantry at MMOW's office and assembling the food for delivery. These deliveries are perfect for volunteers who need a late afternoon, evening, or weekend opportunity.

Pet Patrol

Our participants love their pets, but sometimes they need assistance in providing care for their furry companions. A grant from Banfield Charitable Trust provides funding that enables MMOW to provide help with food and veterinary care. The pet food is normally delivered once a month and can be delivered on the weekends, so it's a flexible opportunity for a pet-loving volunteer.

Sadie's

MMOW's award-winning consignment and resale store is located adjacent to MMOW's offices at the corner of Denton Street and Highway 377 (Front Street) in Roanoke. Named after MMOW's first meal recipient, Sadie England, Sadie's mission is to generate funds for MMOW's meal programs by operating its resale and consignment business, offering good value on quality merchandise, and providing friendly, courteous service in an inviting setting. Sadie's is open Monday-Saturday. Sadie's volunteers provide invaluable assistance with customer service, display and merchandising, sales, and donations processing. Volunteers enjoy the camaraderie of customers, staff, and other volunteers as well as flexible scheduling.

Fundraising

Metroport Meals On Wheels is locally funded. MMOW receives no federal or state funding. It is not a United Way agency. MMOW has made a conscious effort to diversify sources of income. In addition to Sadie's, special events provide a significant portion of the annual budget. Because of the success of our special events, MMOW continues to be able to say YES when a senior reaches out for assistance. Volunteers are needed on the planning committees as well as to help during events. MMOW's largest event is the annual Golf Classic in June. Other events are held throughout the year.

Tire Tracks

MMOW distributes its volunteer newsletter, Tire Tracks, every month. Tire Tracks is designed to provide ongoing and current information about activities at MMOW. It is distributed electronically, generally around the 15th of the month. There are participant updates for drivers—who's on meals, who's off and why, who's new, etc. There's also the latest information about fundraising events, senior center happenings, the Sadie's scene, and other news of interest to volunteers.

How to Volunteer

MMOW welcomes your interest in our organization and invites you to join us as a volunteer. Volunteer application forms are available on the website, www.metroportmow.org. For volunteers wishing to deliver meals, a background check is required. Several cities also require that volunteers in senior centers have a background check. Volunteers interested in Sadie's or fundraising events can contact Sadie's (817-490-0191) or MMOW's Funding and Events Director (817-491-1141) for additional information or to sign up.