

Aging Network Volunteer Spotlight

No “Snow Day” for This Caring Volunteer

When a severe snow storm deposited more than 12 inches of snow on Ozaukee County, Wisconsin this past winter, several of the meal delivery drivers with the Ozaukee County Aging and Disability Resource Center (ADRC) had to cancel their shifts. Yet Kim Roupp, without hesitation, faithfully delivered 16 hot meals and checked in on the program’s homebound participants. Why not stay at home warm and cozy on such a miserable day? “What keeps me motivated is the sense of responsibility,” said Kim. “People really depend on me.”



Ozaukee County ADRC volunteers delivered almost 33,000 meals to older adults in 2016, programs funded through the federal Older Americans Act home-delivered meals program and other state and local resources. That delivered meal makes up half or more of what participants eat each day and often drivers like Kim are the only person a client sees that day, so it’s also a vital isolation-reducing and safety tool. Meeting this critical need could not be met without the hard work and commitment of volunteers like Kim Roupp.

ADRC staff report that Kim does not just deliver meals, but she goes above and beyond what is expected by forming relationships with the participants on her route. She looks forward to seeing her older homebound clients regularly, and has found that she has become quite protective of them. This experience has been “eye opening” for Kim, who reports that it has made her more aware of people’s different lifestyles.

“My volunteer work has given me the opportunity to meet with some very inspirational people, which I otherwise would have never been able to meet, because they are homebound,” said Kim. From picking up newspapers from the front porch, to opening bottles of milk, Kim does it all, and finds that even doing these “simple” tasks, makes the participants that much appreciative of her.

Even on a snowy day, Kim ventures out to make a difference in her community. “I want to make sure someone has connected with them and has offered a little bit of the outside world, even if just for a few short minutes,” said Kim.